

Head office:  
ICMI Speakers & Entertainers  
ABN: 42 114 669 224

(PO Box 2311)  
Level 2, 159 High Street  
Prahran, Victoria 3181

Ph: 61 (0)3 9529 3711  
Fax: 61 (0)3 9529 4573  
Toll Free: 1800 334 625  
Email: [icmi@icmi.com.au](mailto:icmi@icmi.com.au)  
Web: [www.icmi.com.au](http://www.icmi.com.au)



*Incorporating Olympic Communicators  
Under licence from the Australian Olympic Committee*

# LISA McINNES-SMITH

## One of Australia's Top Professional Speakers

Lisa is one of Australia's most loved female speakers. Her heart-warming message of inspiration captures hearts and changes lives forever. Lisa's stage presence is unique, being considered by many as master of audience participation. She will surely be among the most exciting and motivating presenters you will ever have on your stage.

**Lisa's message is powerful, challenging and convincing. In a word, Lisa is *UNFORGETTABLE!***

Lisa McInnes-Smith was raised in a family of Sporting Professionals, Through her teen years her two brothers played the International Tennis Circuit, and her father has always been, and still is, at the top level of Seniors in Australia, All through those early years she was determined to understand why some people succeed while others do not.

This determination inspired her to pursue Tertiary Education, specialising in Sports Psychology and Human Performance.

Successful in her career pursuits, Lisa felt a call on her life to make time in her busy corporate life to get serious about helping improve the lives of others. She developed a simple and effective process of performing at her own peak level. Her first goal to directly help others was the development of an audiocassette to help her friends, and the children of her parents' friends, to set and achieve goals.

Being a lady of few words, this message of encouragement and achievement quickly became two cassettes, and an 80-page workbook titled *'Why Wasn't I Told?!'* This goal-setting program quickly became a National best seller, and could very well be the most widely used goal-setting and inspirational program of its type in Australia today.

### SAMPLE TOPICS

- ◆ We've All Got What It Takes, But Where Is It?
- ◆ Best Customer Service
- ◆ Making it all happen
- ◆ Building your team of stars into a star team
- ◆ Lead, Follow or Get Out of the Way
- ◆ Building great relationships at work and at home
- ◆ How to thrive, not just survive, in a changing environment

For those that have experienced her, Lisa McInnes-Smith is one of Australia's best conference keynote speakers. Right from the time that first program became available to the public, Lisa has accepted many invitations to speak to a wide range of audiences, including Boards of Directors, Sales Teams, Executive Managers, Service Providers, Entrepreneurs and Young Achievers.

NSW Office (Crows Nest):  
Ph: (02) 9688 6800  
[diana@icmi.com.au](mailto:diana@icmi.com.au)

NSW Office (Artamon):  
Ph: (02) 9686 7714  
[steve@icmi.com.au](mailto:steve@icmi.com.au)

QLD Office:  
Ph: 1300 663 966  
[gerry@icmi.com.au](mailto:gerry@icmi.com.au)

SA Office:  
Ph: (08) 8377 3400  
[sue@icmi.com.au](mailto:sue@icmi.com.au)

WA Office:  
Ph: (08) 9472 5065  
[corina@icmi.com.au](mailto:corina@icmi.com.au)

TAS Office:  
Ph: (03) 6236 9976  
[paula@icmi.com.au](mailto:paula@icmi.com.au)

Lisa's commitment to helping others remains steadfast. She set herself what others thought to be a rather optimistic goal to positively influence one million Australian young people. Through her achievement of this goal, Lisa has written another six books, five of which are best-sellers. She has also had great opportunity to perfect her gift of communication from the platform. No matter if the audience is 20 or 20,000 each person will feel that Lisa is presenting especially to them. Your audience will feel that way too.

Lisa's presentation style is quite unique. Your audience will be moved not only emotionally, but physically also. Rarely does anyone present with quite the energy level that Lisa does. You should expect that your conference audience will be captivated as they learn through Lisa's fun activities, and all will be enthralled when they discover that participation in any of Lisa's sessions means some fortunate audience member will actually be on stage with her.

The underlying theme in all Lisa's presentations is peak performance. Be the best you can be at whatever it is that you are doing.

**If your goal is to INSPIRE and MOTIVATE your people, Lisa will answer the question: "We've All Got What It Takes, But Where Is It?"**

Lisa believes that to win the battle for BEST CUSTOMER SERVICE, staff need to be totally sold on it. Sold on believing that the real benefit is to them, the service giver. Helping your people to want to help you customers and your business is a major positive change in their lives.

The same level of energy and excitement is right there in all Lisa's presentations. She truly does have a wonderful gift of communication, and as you might already sense, your audience will be captivated as they learn real life skills in their fast and fun-filled time with Lisa.

Lisa speaks around Australia, regularly in Asia, and has Annual Speaking tours of the UK and USA. She is Co-founder of Network Youth, an organisation committed to building self-esteem in young Australians and Founder of the Australian Business Network.

#### **CLIENT COMMENTS**

*"Wow! You certainly started our Conference off on the right foot with your "Goals, Guts and Glory" presentation! It was a wonderfully stimulating session, and everyone enjoyed it"*

**Capt'n Snooze**

*"Your ability to keep the participants interested and involved and your approach to make learning a fun experience contributed greatly to the success of the event"*

**Lufthansa German Airlines**

*"You may not be the best of presenters, but there are none better! At least I haven't seen one and I have seen most."*

**World Book (Australia)**

*"Your presentation was first class, thoroughly professional and perhaps most important of all the participants are still talking about it."*

**Hoechst Australia**

*'Lisa's remarkable ability to relate to people on a personal level has had an enormous impact on our staff.'*

**WA Airlines**

*"Extremely impressed with the way you were able to relate to so many different personalities, as well as have them so keen to participate."*

**Mobil Oil Australia**

*"The feedback received from our staff in Sydney, Brisbane, Melbourne and Adelaide was that of high praise. They found your presentation to be exciting and memorable."*

**CIC Insurance**

*"I have received much positive feedback from the day, and I am delighted with the outcome. Your presentation was both inspiring and informative for my staff."*

**Westpac Banking Corporation**

*"After four days of Conference we could have been jaded, but your presentation full of vim, vigour and vivacity sent us all off on a high."*

**Institute of Quarrying Australia**

*"This is the third time you have presented to this division, and again the response has been overwhelming. The impact on both business and personal lives of our people is most apparent, and we look forward to having you back soon."*

**Nestle Australia**

*"Fantastic presentation, great variation and excellent to deal with. We look forward to doing a lot more with you, Lisa."*

**BP Australia**