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GREG O'BRIEN

Greg O'Brien is the Manager of Pace Learning's Organisational Learning and Development division. He has been in the professional development business for over 15 years, having worked across small owner operating businesses through to larger corporations in both the public & private sector. Greg has an intimate understanding of the demands of today's modern corporate environment and how best to address those demands.

He is highly experienced in organisational learning and development, a professional and personal coach, a business consultant and Human Resources practitioner.

Greg has been developing and delivering innovative and highly effective training and development programs in areas such as Sales, Service, Organisational Development and in Management and Leadership Development.

TOPICS

- ◆ Delivering Sensational Service
- ◆ The Business of Selling
- ◆ A Whole Brain Approach to Teams
- ◆ People Personalities and Performance
- ◆ Coaching for Personal and Business Success
- ◆ Dealing with Difficult People and Situations
- ◆ Leadership and Management Skills
- ◆ Negotiating for Success
- ◆ Setting and Getting Goals
- ◆ Productivity & Profitability - Your People Are The Answer

SAMPLE TOPICS

The Business of Selling

The Business of Selling is a dynamic seven-step process that has been proven to dramatically improve the sales and customer service levels in organisations that have embraced its philosophy. The Business of Selling is specifically designed to provide individuals with the practical skills needed to increase their sales.

University prepared us for our profession however it did not necessarily prepare us for people and the commercial realities that we face everyday in producing the revenue that business requires to operate and generate a healthy Return on Investment.

This two-day workshop will do two things. In the first instance you will learn the key skills required for you to consult with and sell your professional services to your internal and external clients. Secondly, you will increase your awareness of the skill gap between consciously improve your skills in those respective areas.

Innovation and Creativity...

The workshop is designed to prepare participants with the thinking and “start up” tools to generate innovation and continuous improvement in their business, role's and selves.

We believe this is way too optimistic; the world we live in has become one of constant change. Not one business is void from the need to constantly improve, innovate, create and move forward with advances in technology, customer requirements and market trends.

There is a law of business that rings true around the world... you don't always have to be the best... you just have to be the first! To be the first, organisations need two critical factors. Individuals and teams equipped with effective skills in this area and most importantly an organisational culture that supports and encourages Innovation and Creativity. This program focuses on the individual's capacity to effectively, and proactively act on opportunities within their sphere of influence by using a proven set of practical strategies and tools.

How to Negotiate Win-Win in a Win-Lose World!

Have you ever thought of all the good things to do or say in a negotiation... after the negotiation was over? Have you ever felt like you did OK but you still felt like there was something you missed out on? Have you ever been in a situation where it seemed like they had all the power and you felt like you had nothing to “bargain” with?

Our capacity to negotiate successfully is a skill that we develop over the course of our lives and careers. We learn to negotiate from the time we are born and develop very quickly a set of skills and tools that we use to get what we want. The real challenge is adapting and fine tuning those skills to ensure that we can generate successful win/win negotiations.

The successful negotiator is trained... not born. Trial and error can be a stressful and expensive way for us to hone our skills in this area. Ultimately, the outcomes of our negotiations are what we have to live with and will shape the quality of our personal and professional lives.

This session is designed for individuals who want to revisit at a practical level the four stages of negotiation and then further enhance their skills in this area. In particular, it addresses the real challenge of creating win/win outcomes despite the fact that most negotiations are viewed with an “I must win... you must lose” attitude. We know however that most modern workplaces in both the public and private sector can no longer afford the short and long term damage of win/lose outcomes!

How to Put Together A Presentation That Will Make People Sit Up and Listen!

Have you ever been to a boring presentation and then realised it was yours? Do the nerves of getting up in public to speak tend to take your focus away from what you have to speak about? Have you ever wondered how you could enrol all of your audience into the learning process?

All of us at some stage will be required to present in public (or at least our own teams!) From team meetings, boardroom presentations to more intimate one on ones, our capacity to confidently and professionally convey information in an interesting and useful way is critical.

The challenge for most people is not a lack of expertise in their respective profession but rather that public speaking for most is right up there at the top of the “avoid at any cost” list. This in turn can dramatically reduce the effectiveness of the communication and as such an incredible amount of time and resources are invested without any ROI.

Putting Your Company's Whole Brain to Work...!

Have you ever just met someone and clicked with them straight away? What about when you have met someone and despite your best efforts they still annoy the living daylights out of you?

People naturally like people that are like themselves. The reality is that we have to negotiate, manage, work and live with people that will prefer to energise, take in information, arrive at decisions and live in the world differently to us. The old adage suggests that we should treat people the way that we would want to be treated. That's great if we meet people that are like us! So what do we do with the other 80% of people that are not like us?

This session requires the completion of the Herrmann Brain Dominance Instrument prior to the Workshop. This will allow us the maximum time during the session to develop and enhance your understanding of the four distinct styles. The investment in the Profile includes a full colour profile of your brains thinking preferences that we will use during the session. (Relax...everyone has a whole brain, it's just that we prefer to use certain parts!) The resource kit also includes four publications that focus on each area of the brain and includes a practical and fun self development guide for use post workshop.

Creating and Maintaining High Performance Teams!

I wonder if you have thought that work would be easy if it wasn't for the people that you had to work with? Have you also felt a little frustrated by the lack of effort that some team members seem to make?

Now, more than ever has the ability of individuals to work in teams been more critical to the success of any endeavour. As an organization, we risk the achievement of substantial productivity and financial gains if our teams are not effective.

We also know that external client relationships are directly affected by internal customer relationships. If the quality of the internal relationship is poor, this will reflect in the level of service provided by your teams to external clients.

We also look at how to re-launch existing teams that have developed "bad habits" and how to generate (or force!) co-operation towards effective organisational outcomes.

Sensational Service

Have you ever walked out of a business and thought "I am never going to go back to that place EVER again in my entire life!" and then you realised it was YOUR business!!!

Sensational Service will be the number one competitive battleground as we forge into the 21st Century. Daring to be different and absolutely delighting the customer is going to be vital to our service success.

We offer an exciting and innovative approach to developing sensational service skills in our participants. Our experience in working in customer service environments in both the public and private sectors has given us a unique insight into what works and what doesn't!

Sensational Service is offered as a two-level program which can meet the needs of participants whether they are just beginning in a customer service role, need some updated skills and knowledge or indeed are looking for a more advanced level of approach.