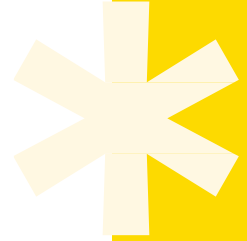


healthy conversations

Is your team present, yet not engaged? Who is missing in action? Who is just cruising? Who are the dynamos you can ill-afford to lose?



People-at-work coach and speaker [Anne Whatley-Dale](#) brings you three insightful seminars that will reinvigorate individuals and teams that are just marking time, and help people feel more comfortable with change and uncertainty.

Through a combination of discussing, doing and collaborating, attendees learn how to...

- create a productive work environment and a positive, energetic approach to work
- work with others in a spirit of mutual respect
- apply the key behaviours that underpin personal success
- deliver real service from the heart
- handle challenging situations and complaints with empathy and authority
- recover quickly from unexpected difficulties
- develop strategies for keeping fatigue at bay and resilience up

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healthy work conversations

- Today's world of work
- Engaged and present: a 21st century approach to exceptional work practices
- Seven keys for resilient work

Duration: 2 hours to 1 day
depending on format

healthy service conversations

- Expectations and us
- The sales/service loop
- A 21st century approach to delivering exceptional service
- Seven keys for resilient service

Duration: 2 hours to 1 day
depending on format

healthy selling conversations

- Selling and negotiating in today's world
- A 21st century approach to the sales and negotiating process
- Seven keys for selling and negotiating success

Duration: 2 hours to 1 day
depending on format

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