

Programs

Are you sick of experts delivering chalk and talk lectures to bored audiences? Helen Mac's seminars are designed to be interesting, interactive, informative and FUN! She believes that life is too short to be taken too seriously! "I have created a series of dynamic training programmes that will help guide your business into new realms of possibilities. My extensive industry experience means each programme can be adapted for any business, either as an extended on-site course, or as an inspirational one-off conference presentation. While we deal with serious topics, participants are encouraged to have fun as they explore and identify the best solutions to the challenges that face them in their every day work environment. The workshops also provide an opportunity to plan and practice new behaviours before taking them to the real world! Participants leave not just with a swag of with new ideas, but armed with an action plan for their implementation." Most topics are modular, so that they can be cut and pasted together to create the ideal solution to your training needs. Individual topics are available as a half-day introductory seminar, or as a one or two day workshop! [Contact us for more details](#)! National Rollouts and Customised Training Programs are delivered in partnership with [The Learning Difference](#)! **Workshop & Seminar Topics include:** Juiced Up Life! Juiced Up Business! Juiced Up Leadership! Juiced Up Teams! Juiced Up Communication! Juiced Up Service! Juiced Up Productivity! Juiced Up Relationships! Making Changes - Staying Juiced! Juiced Up Leadership! (Being a "leader" today requires a variety of skills - from cheerleader to counsellor; from headmaster to mate. In this workshop series, we investigate various leadership theories and models, as well as completing a number of personality inventories to help identify individual preferences as well as strengths and weaknesses in this challenging area. Juiced Up Teams! (The team that plays together, stays together! While the development of highly productive teams is a very serious topic for successful businesses, we believe that it should be approached in a light-hearted manner. Our workshops are designed to help individuals understand themselves and their team mates, so that they can be increasingly efficient and effective in their work together. For world-class experiential team-building events, we recommend our strategic partner "Eagle's Flight -Australia". [For more details, click here to request information or a brochure.](#) Juiced Up Productivity! (A self assessment helps participants identify their main challenges and weaknesses in their effectiveness including time wasters and productivity issues. The workshop then looks at critical internal messages, and at identifying priorities and how to focus on them. Techniques for becoming more productive are introduced, along with steps to effective activity management. Participants practice a critical skill in setting seven day goals. Juiced Up Service! (It appears that there are many more organisations talking about customer service than there are actually delivering it! So, excellent customer service is still the exception rather than the rule. Studies have shown that 70% of "satisfied" customers will still happily shop elsewhere next time. Attracting and retaining those valuable customers is the focus of this workshop. Key techniques are discussed and implementation plans developed for real life situations, using brainstorming sessions and role plays. Juiced Up Communication! (The critical link between an organisation's vision and goals, and the ultimate result is the quality of the communication that flows both within and outside the company. Whether it be the MD communicating to the "troops", to his/her direct reports and to the media, or other interactions and presentations within departments, we can pass on skills and techniques to improve the outcomes. Making Changes - Staying Juiced! (By 1920, there were 22 million automobiles on the roads of the United States. Sales were falling, so General Motors implemented a radical new plan - the annual model change. Unimpressed by his competitors bold step, Henry Ford stubbornly refused to follow suit. "The Model-T" he said, "doesn't need to change". He was wrong! The company lost significant market share. Just like Henry Ford, many businesses today fail to recognise that "Change is a Constant". Change in the market place, change in the workplace, change in our hearts and minds. Helen Mac believes that the power to create business success emanates from a company's ability to deal with these changes. The only constant in life is change, and nowhere in the world is that truer at the moment than in the world of business. Change is both our greatest opportunity and our greatest challenge - the only difference is in the way we react to and manage the changes that face us. We have a choice: to navigate our way through the waters of change to a more successful tomorrow; or to try to stay still and be washed away by the flow. This workshop is designed to provide some tools and techniques to assist individuals and teams to become more successful navigators. National Rollouts and Customised Training Programs are delivered in partnership with [The Learning Difference](#)! (Click the logo for more details)