

Kathryn ORFORD

EXCEPTIONAL PERFORMANCE



Give Your Team The Skills To Create Success From Their Untapped Potential Within & Transform Your Workforce Into Peak Performers

Leadership, success, and industry shaking breakthroughs take more than charisma and talent. They take self-belief, emotional intelligence, and unshakable faith that most women in today's workforce don't have.

Even the most confident ones among your leaders actually **have self-limiting beliefs holding them back from what they are truly capable of achieving**. This is true regardless of ambition, talent, and even the appearance of confidence. Women, especially, are not born or infused with natural confidence to achieve all that they can. And despite this fact, they somehow still accomplish incredible feats. But just **imagine what the women in your organization could do** with the skills to cultivate and leverage deeply held self-worth.

If you've got strong, talented men and women working to grow your organization, give them and your company the great gift of guidance from **Kathryn Orford. She'll knock their socks off with her truly empowering programs that help you tap into the real potential that each of your team members holds.**

TESTIMONIALS

Kathryn is a breath of fresh air, a true inspiration. So often those in business are searching for new ideas, new techniques and new skills, when the real answer to success in business, and indeed our lives is within ourselves. So when you realize that more of the same, brings more of the same, invite Kathryn as your next key note speaker and witness the results as you become encircled with happier more content and successful people.

- Ross Lambert, Digital Solutions Group

Kathryn is an exceptionally gifted speaker who easily captures her audience with her natural, positive inspiring energy. I found her talk very motivational, whilst being down to earth. Kathryn creates a wonderful atmosphere. And her use of story telling, music, passion and humor will touch your soul.

- Mark Pop, Entrepreneur

I have only had two sessions with Kathryn and I have to say it changed my life. My outcome for the sessions was to equip myself with techniques and strategies to change my way of thinking and empower me to be in "peak mental condition" for my auditions. Kathryn was absolutely amazing in showing me exactly where I had gone off track in the past. Thank you so very much Kathryn. I'm forever grateful!!!

- Judit Lorincz, Opera Singer

Kathryn worked with our U22 women's basketball team instilling self belief in themselves and each other. It was such a positive exercise seeing the "Team" come together at finals time winning their quarter final, semi and grand final against all odds from fifth position. The girls bonded so well under pressure and used the tools that Kathryn had taught them to stay positive and win the state championship flag. Whether you're a sporting team, corporate team or individual, if you have the chance to work with Kathryn, I say go for it!

- Brad Dalton, Dual Basketball Olympian,
MWBA coach Sydney Australia



FEATURED PRESENTATIONS

EXCEPTIONAL CUSTOMER SERVICE

Raves Reviews; How Exceptional Service Turns Customers Into Your Greatest Marketing Asset.

In the digital era online reviews have more currency than ever before. Great reviews drive business and bring people through your door. Unfortunately its far easier to get negative reviews from unhappy customers than it is from those who are satisfied with your services. That's why we have to turn all your clients into raving fans to truly leverage the power of online reviews. Potential customers turn to sites like Yelp, Google and Facebook to evaluate your business before making their buying decision. A scathing review costs you thousands if not millions of dollars.

In this presentation Kathryn will discuss the most powerful ways to increase customer satisfaction by delivering an exceptional customer service experience every time.

Participants will leave this program with:

- ✓ A deeper understanding of the connection between exceptional customer service and business growth.
- ✓ The ability to identify the preferred learning style of their staff so that customer service training is absorbed into the culture of their organization.
- ✓ Tips tools and techniques to connect with customers so they feel warm, welcomed and wanted.

EXCEPTIONAL EMPLOYEE MANAGEMENT

Fully Engaged; Developing Exceptional Staff That Stays.

Turn over in the hospitality industry is too high, with an annualized employee turnover rate of over 70% percent in the hotel industry alone. That's more than 6 percent of your staff departing every single month. And every time someone leaves, you have to spend time and money finding, training and investing in a replacement who, in all likelihood won't be there to celebrate a one year anniversary.

Reducing turnover by creating a culture of engagement where employees are valued within the organization will dramatically increase your retention rate and help you build a stronger brand with staff that have a deeper understanding of your vision and purpose.

Kathryn's presentations are highly interactive and her unique blend of story telling, humor and music ensures key take aways are internalized by participants who will return to work excited to implement her proven success strategies.

Participants will leave this session with:

- ✓ Insights into the role of engagement in staff retention
- ✓ A clear understanding of how engaged staff perform at an exceptional level and deliver superior service.
- ✓ The ability to create a culture of commitment amongst employees to the organizations shared goals, values and vision.

EXCEPTIONAL CUSTOMER EXPERIENCE

Think Small And Grow Big; Details Matter When Creating An Exceptional Customer Experience

Every element of a successful business model has to have customer experience as the key driver. Exceptional staff can't save a bad night out if the rest of the experience is hobbled by poor processes, rigid rules and an inferior atmosphere.

Being responsive to customer needs and creating a positive memorable experience, creates raving fans who are more likely to provide positive online reviews and refer you more business.

Participants will understand:

- ✓ The elements of an exceptional customer experience.
- ✓ The role of staff in creating an exceptional customer experience.
- ✓ Tips and tools to immediately change the culture of your business to become more customer centric.

AS SEEN ON:



Book Kathryn Orford To Empower Your Teams To Peak Performance

Call: 424 533 3136 or kathryn@kathrynorford.com