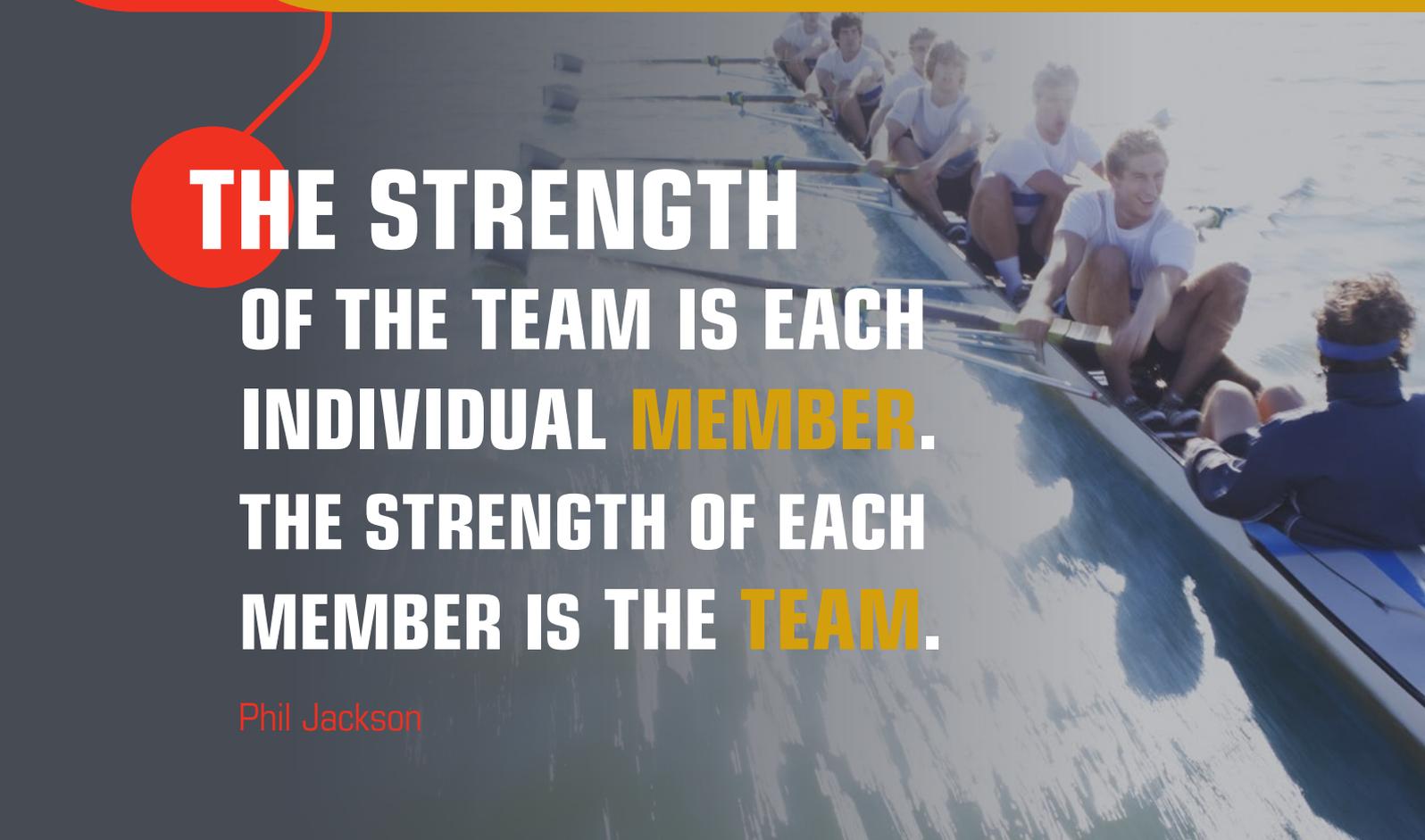




Unlock the power of service, communication, teamwork and emotional intelligence through this half day, F2F, transformational workshop.

A photograph of a rowing team in a blue boat on a body of water. The rowers are wearing white shirts and dark shorts, and are captured in a synchronized rowing motion. The water is blue and reflects the sky.

**THE STRENGTH  
OF THE TEAM IS EACH  
INDIVIDUAL MEMBER.  
THE STRENGTH OF EACH  
MEMBER IS THE TEAM.**

Phil Jackson



Elevate your team with a workshop that delivers powerful insights, hands-on practice and lasting impact.

## What is **INSPIRE**?

**INSPIRE** is a highly engaging, experiential workshop designed to accelerate performance, connection and emotional agility within teams. Built around four critical pillars of excellence, this immersive experience challenges individuals to evolve and become the best versions of themselves.

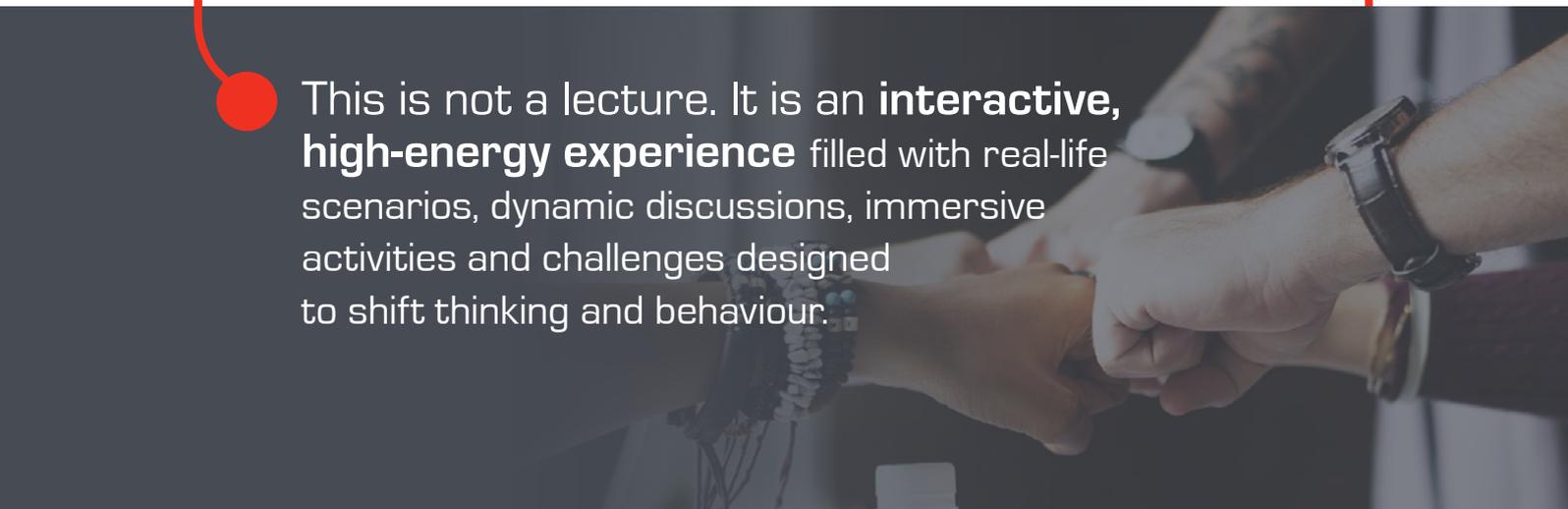
Through a dynamic mix of real-world scenarios, facilitated discussions, role-play, group challenges and reflection, delegates will leave with sharpened skills, aligned team spirit and a renewed drive to lead with purpose.

**INSPIRE** is a high-impact workshop created for today's evolving teams. Built around four foundational pillars...

- ▶ **Customer Service**
- ▶ **Teamwork**
- ▶ **Communication**
- ▶ **Emotional Intelligence**

**INSPIRE** empowers your team to lead with confidence, empathy and purpose.

This is not a lecture. It is an **interactive, high-energy experience** filled with real-life scenarios, dynamic discussions, immersive activities and challenges designed to shift thinking and behaviour.





# What you'll experience

## **Customer Service Excellence:**

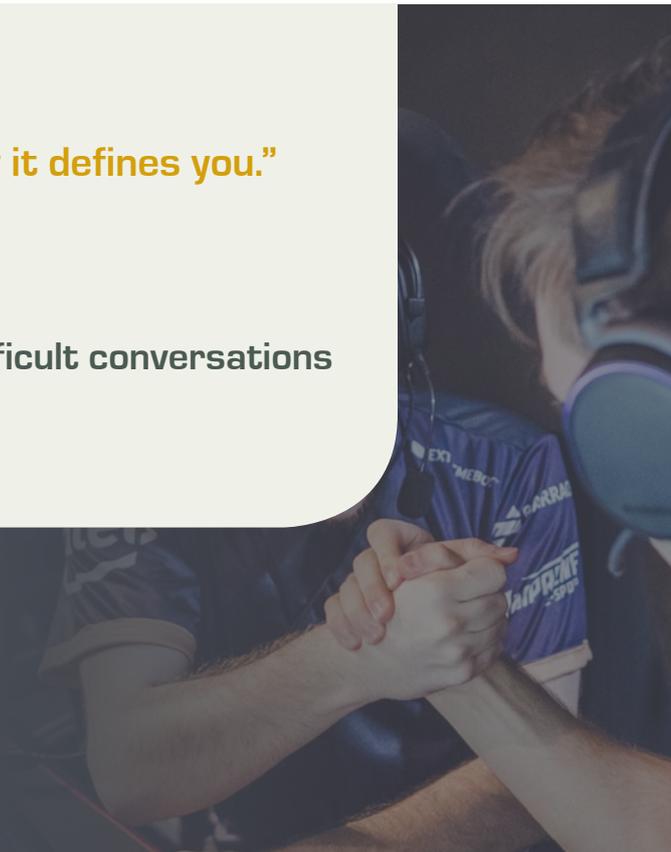
**"Service is not a department. It's a mindset."**

- ▶ Building customer-centric cultures
- ▶ Customer Service v Customer Experience
- ▶ Understanding your customers
- ▶ Creating the maximum value

## **Communication with Impact:**

**"What you say matters. How you say it defines you."**

- ▶ Leading through listening
- ▶ Managing non-verbal, digital and difficult conversations
- ▶ Influencing through storytelling





# What you'll experience

## High-Performing Teamwork

Aligning strengths, building trust and achieving more - together.

- ▶ Building trust and accountability
- ▶ Cross-functional collaboration
- ▶ Understanding team dynamics
- ▶ Empowering inclusive success

## Emotional Intelligence:

Leading with self-awareness, empathy and resilience.

- ▶ Self-awareness and emotional regulation
- ▶ Recognising and responding to emotional cues
- ▶ Resilience under pressure
- ▶ Creating emotionally intelligent teams



## What makes **INSPIRE** different?

- ▶ **Experiential Learning:** Think simulations, live coaching and team-based problem-solving discussions.
- ▶ **Tailored Focused Delivery:** Content and case studies tailored specifically to your business.
- ▶ **Facilitated by Experts:** Delivered by leading practitioners who blend business acumen, psychology and creativity.
- ▶ **Real Outcomes:** Every delegate will leave with a clearer understanding and renewed sense of responsibility to elevate both people and performance.

## Who is **INSPIRE** for?

- ▶ **Cross-functional teams.**
- ▶ **High-potential future leaders ready to enhance how they serve, speak, support and lead.**



# Learning outcomes:

## Customer Service:

1. Develop a customer centric culture to accelerate results.
2. Recognise the relationship between customer service and customer experience.
3. Explain how to constantly exceed customer expectations through proactive service delivery.
4. Show how by immediately resolving customer issues with confidence and efficiency strengthens relationships and builds loyalty.
5. Illustrate how values define your brand identity.

## Communication:

1. Comprehend the differences between verbal and non-verbal communication and why they matter.
2. Define the three Cs of effective communication.
3. Recognise the importance of leading through listening.
4. Describe the importance of Influencing through storytelling.



## Learning outcomes:

### High Performing Teams:

1. Identify what drives behaviour.
2. Recognise how building trust and accountability strengthens a team dynamic.
3. Learn to develop cross-functional collaboration.
4. Explain how empowering inclusivity transforms a teams' performance.
5. Relate 'what you do' to your company's purpose statement.

### Emotional Intelligence (EQ):

1. Create greater self-awareness and emotional intelligence to foster healthier relationships.
2. Recognise how to best respond to emotional cues to avoid conflict or mis-understanding.
3. Identify the benefits of resilience when under pressure.

