

## Key Note Speaker

Lynne Blake delivers exceptional value with vibrant keynotes, seminars and workshops, addressing a range of professional and personal development topics including 'KEY SKILLS'.

KEY SKILLS details those skills necessary for enhanced productivity, active networking - both at work and when attending more official networking events, and an improved, active and fulfilling social life leading participants inevitably toward a solid and self-supporting sense of self-worth.

Lynne is focused on client service, committed to relationship building and dedicated to assisting employees to develop their full potential. Her attitude and work practice results in highly satisfied clients.

If your organisation or group cannot risk valuable resources of both time and money on a speaker who does not have the appropriate credentials or content, and deserves the maximum return on investment, Lynne will deliver a completely unique experience to fulfil your speaking and/or training needs.

## Regular Topics Include:

*\* Topics are varied and personalised to suit your needs and desired outcomes...*

- **Key Skills:** Successful Socialising For Work And Play
- The Achievement of Excellence in Customer Service
- Effective Relationships for Improved Productivity
- The Art of Flirting! A fun yet engaging glimpse at Society's view of 'Flirting' ... what it means, how it is perceived and how it is applied in our day to day interactions with others...



**Key Skills**  
Institute Australia

PO Box 35, Como WA 6852  
Tel: 08 9313 4647 Mobile: 0430 507 733  
Email: [lynne@keyskillsia.com.au](mailto:lynne@keyskillsia.com.au)  
[www.keyskillsia.com.au](http://www.keyskillsia.com.au)

## Key Skills Institute Australia

delivers a range of products designed to improve communication skills for individuals, organisations, groups and teams, maximise networking and social opportunities, team building and increased productivity for employees and management teams.

This is achieved through a change in habits and a shift in the way in which we deal with one another and view the world, which leads us ultimately to a new perspective.

There is a need within our community at all levels and walks of life for people to communicate and interact with one another more comfortably and more effectively... to broaden horizons, leading to increased self confidence, better interaction among team and group members, better liaison socially, and within companies, corporations and associations.

The need for healthy interaction, healthy self esteem and an innate trust of one another is highlighted as the community spirit we once enjoyed is eroded...

## What We Can Do For You!

Participation will benefit individuals, corporate & community organisations in...

- ▶ Improved relationships -  
at work, in your personal life & socially
- ▶ Improved work opportunities
- ▶ Networking comfortably, effectively & stress free!
- ▶ Improved, stress-free social life

Our community today includes many people who feel increasingly isolated, alone, and 'different', feeling that they are alone in their reluctance or inability to socialise effectively or effortlessly. Often this is attributable to fear, or a reluctance to 'trust'... When faced with fear the first thing we do is shut down... we don't smile, or encourage others to engage with us, instead appearing to be unapproachable or 'stand-offish'.

The fact is that for many in our society, it is a constant battle... we are not natural socialisers!

Yet we can learn how to identify and overcome that which prevents us from enjoying the social opportunities that come our way, both at work and at play. Each of us has the capacity to be a more open and sociable colleague in the office, and a more open and trusting friend or partner; thereby creating for ourselves an easier path, a fuller life and greater opportunities as we become more content and relaxed, enjoying a complete and fulfilled life day to day...

Our workshops and presentations are run in an open format enabling each person to receive what they need; personalised to suit the needs of our clients / audience and delivered with humour, empathy and a strong dose of reality!

## Topics:

### Key Skills: Successful Socialising For Work And Play

The essential tool box for a complete life, this workshop includes the following topics...

- ▶ **Healthy Human Interaction:** Recognising & Loving the YOU in You; Body Language; Healthy friendships using respect, dignity and old fashioned good manners!
- ▶ **Communication** - Beginning & Continuing a Conversation – What To Say, and How To Say It; Say Hello, Say Goodbye
- ▶ **Self Esteem and its impact on Socialising:** Often that which holds us back from socialising or networking at our most effective, is the one thing that we find difficult to recognise... How healthy is your self esteem... no, really? For those who recognise that maybe their self esteem needs a tune-up or for those who think they are doing okay, this course investigates in a fun, yet sometimes confronting, but always enlightening way, that we can always do better...
- ▶ **Networking:** The building up or maintaining of informal relationships, especially with people whose friendship could bring advantages such as job or business opportunities. Do you recognise the value in Networking; does your job or business require you to network, and yet you loathe the thought of having to Network? Networking is an absolute necessity and you CAN overcome your fear and loathing... This course identifies the key elements required to become a comfortable and effective 'Networker'
- ▶ **Grooming / Makeover:** One of the most essential 'skills' to socialising is to dress appropriate to your personality and style... Are you presenting yourself in the best possible light? Remembering that what people see is what they believe, does your dress represent the 'real' you? Enjoy a fun

and interactive session where we provide hints on dressing for your style, shape and age; hair style and colour; dressing appropriately for each occasion and making the most of all the wonderful aspects of who you are.

### Excellence in Customer Service

Customer service is the key to a successful business. Extensive research has substantiated that Customers will return for excellent service before they will return for excellent products or cuisine. Identify the key elements to excellence in Customer Service and the way in which these elements can be incorporated into the way you, your management and staff conduct themselves on a day to day basis...

### Career Directions

Still don't know what you want to be when you grow up? You don't have to grow up to know, you only have to know what it is you want to do. Join this bright and energetic workshop to identify the path that is right for you... Designed to assist individuals, members of corporate and community groups to identify their strengths and weaknesses leading to the career path most suited to their personality and interests and ultimately a more satisfying work life.

### Services

Topics provided (see 'Topics') can be delivered in any of the following formats...

- Full & Half Day Workshops
- Seminars and Presentations

**Public Course Timetable** (please see website for details)

### Key Note Speaker

*Please visit our website for current information including details of Public Courses, Seminars and Workshops... [www.keyskillsia.com.au](http://www.keyskillsia.com.au)*