

TERRY POWER

KEYNOTES

CLIENTS

CULTURAL CHANGE

RESOURCES

INTRODUCING TERRY POWER

Terry Power is a nationally recognised author, professional speaker, customer relationship consultant and founding partner of Execedge, a global firm delivering world class corporate development programs for top level companies and their senior executives.

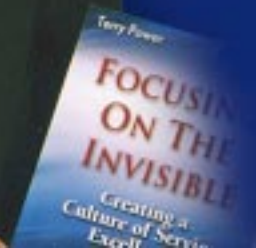
Terry has consulted and presented programs with a diverse range of clients and companies including Hilton Hotels, CPA Australia, B-Digital, Transport WA, Western Power, Water Corporation, University of Western Australia, SGIO among others.

He has a successful background in corporate and community leadership, in both management and directorship roles and holds post-graduate qualifications in Communication and Education. Terry is an accomplished professional speaker having attained the coveted APS, an award held by only the top 10% of National Speakers and is a member of the International Federation of Professional Speakers.

Terry is the author of the highly acclaimed “Focusing on the Invisible: Creating a Culture of Service Excellence” and has been described by delegates of his programs as “exceptional” “gifted” and an “inspirational communicator”.

Terry’s presentations are always entertaining, dynamic and highly practical.

He is the proud father of five children and is happily married to his bride of 20 plus years. He lives in the south west of WA in a sleepy cove near the coast.



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Service is the foundation stone of success in business. You can have the best product at the best price in the best location, but if you don't have a culture of service you've got nothing. People will buy more, pay more and go further if they believe they are being well served. That is; if they feel important. The good news is that any organisation can create a culture of service excellence through implementation of a few simple but powerful steps. This presentation will guide you through the 5 key steps involved in creating and maintaining a culture of service excellence.

Personal Effectiveness for Leader

Personal effectiveness requires a vision of strength, clarity and power. But more than this, it demands action. This interactive presentation will place in your hands the tool that translates your vision into practice. Terry Power will present the Priorities Wheel, a powerful new tool for aligning your personal and professional goals. Using this tool, you'll be able to rapidly clarify your priorities and gain an overview of your progress in several key performance areas. You'll gain an overview of your priorities, plot your progress, and identify the areas that you need to focus on for further development. At the end of this session you will have all the information you need to translate your personal vision into concrete action.

Networking for Success

"It's not what you know, it's..." Yeah, you know the rest of the quote. So how do you get to know the 'right' people? The answer is Networking. Networking is about making successful opportunities out of everyday situations. But getting the most from your network doesn't happen by accident. Your opportunities begin with a set of little-known strategies for building relationships that create lasting impressions. Whether you are looking to get support for your proposals, a promotion or more credibility within your organisation, this presentation will take you through five simple yet powerful steps to get the results you want. From 'working the room' to building rapport and developing trust, these steps will guide you to networking success.



Terry Power
**FOCUSING
ON THE
INVISIBLE**
Creating a
Culture of Service
Excellence

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Effective Leadership Skills

Were great leaders such as Ghandi, Churchill and Martin Luther King 'born leaders', or is leadership a learned skill? We all have the potential to be effective leaders. Effective leadership is the art of developing and nurturing special relationships between yourself and those you lead in order to achieve your outcomes with their support. This seminar will show you the 7 key attributes of effective leaders; the importance and creation of vision; how to nurture the power of collective action and more! Learn the secrets of effective leadership and how they will enable you to be the best leader you can be.

Change Management

The forces of change are inevitable. Your response to those changes, however, is not. In essence there are three ways to view change. (i) You can try to ignore it; (ii) You can wait until it is upon you and then embrace it, or (iii) You can be the catalyst for change. This seminar will catapult you and your people to the top most level of change. Being a change agent is about attitude, its about understanding the significance and processes of change and being prepared to be part of that process. This presentation will enable you to develop strategies for maximising control of the events occurring in your life and equip you with the five key steps to become a driver of change rather than a reactor

Conflict Resolution: The art of Conflict Deflection

The potential for conflict is all around us, but it is not inevitable. Indeed, it's not what happens in any given situation, but rather how we respond in that situation which will determine whether or not it results in conflict. This seminar will give you a raft of options to creatively deflect any potential conflict including: The 3 main modes for approaching conflict, creating a "Yes" Set, key Negotiation Skills and other strategies. By the end of this workshop you will be looking for conflict just to test your new found skills!

Time Management: Mastering Your Time

Do you ever have one of those days when there's more chaos and stress than there is time? Would it be useful to have a few more hours in the day? Well the bad news is, you can't! However, the good news is, you can learn to use the time you do have more productively and intelligently if you have the right tools and strategies. This interactive, high energy and fun presentation provides you with the tools to gain more from your day with LESS STRESS!

Invest some time in this seminar and you'll learn the secrets of being in control of your day rather than your day being in control of you!



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Achieving Your Personal Best

Are you confused by popular notions of success? Programs that entice with a swag of tricks for wealth, power, beauty and influence? Here at last is an antidote to the false values that permeate our society, leaving so many of us feeling empty and dissatisfied. This course shatters the myths of success-relentless material and financial gain- and replaces them with practical, profound truths that are the foundation of all successful lives. This seminar will enable you to determine what success really means to you whilst giving you tools

to overcome setbacks, find self-esteem and empower you with the practical application of setting goals that are meaningful to you!

Presentation Skills for Leaders

Co-presented by Terry Power and Steve Wells

In this dynamic half-day workshop presented by two professional speakers you'll learn how to successfully deliver high impact presentations to influence an audience and get results. This mini-workshop is jam-packed with powerful tips and strategies for creating and delivering effective presentations. It is presented by two leading professional speakers who promise to show you some of their hard-earned "tricks of the trade" – strategies that will allow you to leverage your results and may help you avoid many years of hard work and potentially embarrassing situations. You'll also learn some revolutionary self-management tips and techniques that will leave you calm, confident and in control on the platform.

Note: details of Steve Wells can be found at www.exceedge.com.au <<http://www.exceedge.com.au>> under the About Us link.



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Partial list of clients

Australian Institute of Banking and Finance

Australian Federation of Special Educators

Group Training WA

B-Digital

Boulevard Realty

Coastal BEC

Cockburn Cement

CLAN

CPA Australia

Dept of Transport

Education Department of WA

Executive Women's Forum

Family and Children Services

Hayes Knight GTO

Hilton Hotels

Lighthouse Realty

Milligan Foundation

Mosaic

Peel Youth Program

Public Sector Development

Sales Executives Society

Salespeople with a purpose

SGIO Insurance

University of Western Australia

WA Dairy Corporation

Water Corporation

WASSRA

WA Institute of Surveyors

Western Power

WorkFit

Volunteering WA



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CULTURAL CHANGE PACKAGE

Strategies for Developing a Culture of Excellence

This is a program co-presented with the internationally recognised psychologist Steve Wells.

If you would like to create a culture of success supported by systems that reinforce innovation and excellence in customer care this 5-module package focuses on the most important skills, strategies and – most importantly – attitudes for success

Module 1:

Changing Attitudes To Change
Embracing rapid change

Attitudes for success
Alignment with company directions and culture
The importance of personal goals

Module 2:

Communication: Basic to Advanced Rapport Skills
Successful communication over the phone

Importance of Rapport and how to develop it
Empathy: Demonstrating Your Understanding
Key Listening And Responding Skills

Module 3:

Matching and Mirroring Different Communication Styles
VAK Model: Visual, Auditory, Kinesthetic

Pacing and Leading in Communication
Matching and Mirroring over the Phone
Making Your Communication Compelling

Module 4:

Dealing with Difficult Customers
Conflict Deflection and Resolution
Strategies for Turning Resistance Around
Developing a “Yes” Set.

How to Manage Your Emotional State

Module 5:

Managing Your Emotions / Dealing with Stress
Strategies to deal with stress and anxiety
Mind and Body approaches to reduce stress
New energy techniques for rapid stress relief
Personal Development for Life Balance and Quality

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To be successful in business takes an 'unfair advantage'.

It has taken me two decades of business, three university degrees and more failures than I care to remember but I believe I've finally found where that advantage is hidden. The secrets of this 'unfair advantage' are revealed in my new book – Focusing on the Invisible – a book written to give you that unfair advantage.

The key to your business success comes in two parts. One, how you serve your customers, and two, the organisational culture that drives that service, and for the most part, the important aspects of both are invisible.

The 'unfair advantage' is built on the simple concept that everyone wants to feel important and we just need good business strategies to make that happen.

I am so confident that you'll agree with me that I've given you a copy of the first chapter of this 208 page book so that you can decide for yourself. Just click on www.execedge.com.au and go to the products link.

The world as we know it is changing at a breakneck pace and this book will help you understand how this is affecting your customers and clients and how you can benefit from this knowledge.

Focusing on the Invisible has been endorsed by business leaders around Australia, with Western Australian Customer Service Manager of the Year, Steve Mitchinson saying this book is "essential reading for anyone serious about mastering customer service"

Take a look and then if you want to give your organisation an 'unfair advantage' you can easily order this book on line.

You'll be glad you did.

Warmest regards

Terry Power BA (Com) (Hons) Grad Dip Ed. APS

