

WELCOME TO LIFT TALKS



LIFT Talks are fast paced and enthralling keynote style presentations that run for 60 minutes, providing captivating stories, insights and observations into human behaviour from 30 years in the Aviation industry.



CHOOSE FROM OUR IN-FLIGHT MENU



LIFT Talks are categorised into the following themes and topics:



Piloting People

- How to influence people
- How to bring out the best in people
- The difference between leaders and managers
- How your actions define your leadership



Attitude at Altitude

- How to remain positive in the face of negativity
- How attitudes affect outcomes
- How to affect attitudes
- The attitudes of successful people



Fight or Flight

- How to defuse conflict situations
- How to help people focus on solutions instead of problems
- How to recognise potential conflict before it escalates
- How to remain calm in conflict situations



Service-Ability

- Why people are more important than product
- How to provide exceptional service without burning out
- How to use product and service failures to your advantage
- How to turn a detractor into an advocate

Ready to order. Call us today 02 9293 2815.