

Amanda Gore

Expert on Communications, Group Dynamics, and Teamwork

WAKE UP to The Spirit of Leadership: How to Engage People in a Heartbeat. If you want to change an organization, you have to lead with a Change of Heart - a Change of Spirit. The spirit in which we do anything determines the outcome, whether positive or negative. People are no longer a company's most important asset; the spirit in which they do things is! People with a positive spirit are inspired, motivated, excited about what they do, and create strong, lasting relationships. Once our hearts are engaged in what we are doing, and we see what we do as fulfilling work - not just as a job, then how we work is transformed. This purpose/spirit driven culture is the culture of the future. The new generations are demanding it, baby boomers are seeking it, and everyone wants it! This keynote radically affects the group dynamics - it breaks down barriers so that learning, networking and connection continue not only during the meeting, but for the long term. This session is full of techniques that will help leaders:

- Bring out people's positive spirits.
- Inspire people to change or handle any business challenge creatively.
- Motivate people to be their best and create collaborative teams.

WAKE UP to Profitable Joy!: How to Bust Stress, Eradicate Fear and Build Morale - In a Heartbeat.

Change and stress go hand in hand. Learning about how the brain actually can and does change (neuroplasticity); that adults learn more quickly than children; and that our brains need change to stay vibrant and alert transforms the way people perceive change. This means instead of being a stressor - change can be welcomed as an opportunity to grow and develop - and live, fully alive, longer! This is a fun session designed to:

- Address the current tough economic climate.
- Help people put things in perspective.
- Help people refocus on what's important.
- Ways people can reduce stress.

WAKE UP to What Makes Relationships Work - at Work: How to bridge the gender gap in a heartbeat.

(or Brain Sex!). Yes, men and women are from different planets, but a slight shift in perception is all it takes to have them understanding, appreciating and admiring each other for unique talents. Relationships are like living breathing organisms and they need nurturing, watering and care. In this session find out what the other person wants and needs, and how to nurture. It's very funny - and VERY useful for life and work! This session can be related to sales, customer service, negotiating, call centers, business relationships, or personal relationships and can focus on gender differences or not!

Amanda teaches:

- Specific ways to communicate with the opposite sex.
- Practical tools that will help avoid conflict and build trust.

You Can't Change a Customer's Attitude, but You Can Change Yours. Traditional sales courses focus on communication styles and techniques that are still importantbut everyone knows them. Teach your team the latest subtle verbal and non verbal techniques to create partnerships - not just relationships- with your clients or customers. Partnerships are the next level to aspire towards - while everyone else is just working on relationships,

you can be focused on creating true long term partnerships!

There are many secrets to enhancing rapport, connection and delivering unpalatable messages without destroying relationship as well as building ongoing loyalty with customers or clients. All relate to our ability to communicate and connect. This session explores how to find out what our clients really want , at much deeper levels than before which then allows us to serve their real needs better than our competitors - and with more flexibility, options and choices.

The Neuroscience of Leadership. Neuroscience is the scientific study of the nervous system which doesn't sound relevant to leadership - but as leaders and team members are humans, our nervous systems control pretty much everything in our bodies, so linking the two is important!

A leaders job is three fold:

1. to change people's behavior (and yes, neuroscience shows us it's possible)
2. to create an environment in which people can be the best they can be (lined to the nervous system which affects performance, creativity, innovation and happiness)
3. to help people believe in themselves

We might think the nervous system is just the brain - but the heart and stomach have millions of 'brain' cells (neurons) in them - so you 'think' and feel with your heart and gut as well! And all leadership - or sales or customer service or team work or culture - is based on feelings. How you feel about yourself ...and how you make others feel.

This session blends latest findings in neuroscience, epigenetics, emotional intelligence, positive psychology and some common sense in a really funny way - we promise you will laugh! But wait , there's more, it is full of relevant information and skills that will help you be a better leader - whether that role is part of your title or not!