

Linda Moir

Former Head of Virgin Atlantic Customer Service and London Olympic 2012 Head of Events Services

Creating Olympic-Scale Excellence Discover how Linda led 15,000 Games Makers to deliver an exceptional experience for 9 million spectators at the London 2012 Olympic and Paralympic Games, and the lessons in leadership, culture, and teamwork that apply to every organisation.

The Art of Exceptional Customer Experience Learn what it takes to build world-class service from one of the leaders behind Virgin Atlantic's award-winning customer experience, and how small moments can create lasting impact.

Building High-Performing Teams Explore how to inspire, engage, and empower people to perform at their best by creating a culture built on purpose, trust, and shared values.

Leading Through Change with Confidence Gain practical insights into navigating organisational transformation, maintaining employee engagement, and leading teams successfully through periods of significant change and uncertainty.