

Nigel Risner Most Requested Presentations 2002/3

Change is Inevitable – Growth is Optional!

Times are changing faster and more dramatically than ever before. Many companies have gone from distinction to extinction because of their inability to adapt, adjust and master change. Nigel reasons change is not a force to be feared but an opportunity to be seized, and the choice is ours. His common sense message of how to's is designed to show you what you need to do, and how you, your team and the company need to think to move into the future with success and with optimism.

Whoever said change couldn't be fun?

Change is generally discussed as if it were a threat, a huge barrier to running a successful business and living a happy life. This is a challenge when it comes to engaging the best talents of an organisation's greatest assets. It is even more of a problem when managing people in harsh, disruptive times. Nigel's interactive sessions presents ways of thinking and being which demonstrate change to be an entirely natural and thrilling experience - and one which everyone in your company can enjoy rather than fear.

Changing organisations from the inside out

This programme is only recommended for those who want to take a long, hard look at themselves; for those who want to feel the exhilaration of change rather than the fear; for those who know it's lonely at the top; for those who aren't afraid to laugh at the absurdity of life in organisations; for those who know that breaking the rules is often the only option left. This presentation is ideal for those who want to be taken seriously.

Just Do It!

Wanting to change is one thing - doing it is another. Nigel Risner breaks through the idealism around managing change and takes it to unprecedented levels of specificity. In doing so, he answers the key questions: what are the actual behaviours that bring about change? How can we behave our way into transformation?

Nigel outlines specific behaviours, which all 'change agents' need and can apply today. By saying the unsayable, Nigel asserts, we might just free ourselves to do the undoable.

How to have your best year ever

How To Have Your Best Year Ever presents proven principles guaranteed to inform, educate, motivate, and inspire you toward doing your best! You'll learn how to create or refine your life philosophy.... how to utilise your past experiences for future success.... the one thing that can eliminate your opportunities.... the simplest path toward achieving success.... the most misunderstood aspect of happiness, and how to correct it.... and improving the success skills that are shared by about 3% of the world's population.

Discover the day that turns your life around and puts you on the road to having your best year ever! In this seminar, you'll learn the keys to success in life and how to accomplish your goals. Everyone is interested in getting more out of life, but few are willing to turn that interest into action. In "How to Have Your Best Year Ever," Nigel Risner will show you how simple it is to begin to turn your dreams into reality!

Subjects include:

- The Life Puzzle
- Personal Development
- The Five Abilities
- Setting Goals
- Self Esteem
- Financial Independence
- Communication

Creating open communication in the organisation

"At the beginning of your session, I felt that there was a lot of resistance, and this is to be expected when you are dealing with so many strong minded people, however by the end you had them eating out of your hands....Many thanks for helping make our conference a success." **Ann Simpson Snappy Snaps Marketing Director October 2002**

In times of change -- which these days means pretty much *always* -- the leader's role calls for imparting clear, informative communications. For all organisations, it's become an absolute necessity for the leader to communicate effectively with anyone who has a stake in their company, whether they be staff, shareholders, clients, the board or potential investors. When things are changing, staff need information and motivation to keep up, to know what's going on, to meet changing objectives, to make decisions that will ultimately affect the bottom line and the well-being of the organisation. Nigel shows organisations that regardless of the project or initiative, it's vital to address the broader elements needed to achieve success, including:

What are the reasons behind our proposed change? What are our goals? Who does the change affect? What are the likely repercussions of change throughout the organisation? How will we all benefit from change? The goal is always reducing ambiguity and uncertainty.

You will learn to think of communication as a pre-emptive strike against rumour and gossip. By sharing truthful information -- in a complete and timely manner -- you diminish the hurtful effects of the grapevine. And make no mistake about it: your company has a grapevine. Every company does.

High Impact Leadership

"As a speaker you have a remarkable gift for putting your message across in a highly entertaining, informed and most importantly, unforgettable style." **Senior Manager Schering Healthcare**

What's the difference between managers and leaders?

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| • Managers have employees | -- | leaders win followers. |
| • Managers react to change | -- | leaders create it. |
| • Managers have good ideas | -- | leaders implement them. |
| • Managers communicate | -- | leaders persuade. |
| • Managers control groups | -- | leaders create teamwork. |
| • Managers try to be heroes | -- | leaders create heroes all around them. |

You get the picture: Managers maintain the status quo while leaders take their organisations to new heights. How does an organisation get the leadership it needs to thrive? The bad news is, few people are "natural born leaders." That's why so many organisations suffer from lack of leadership.

The good news: Leadership can be learned! This Nigel Risner High Impact Leadership presentation explains the six skills all leaders must develop to impact their people and organisations. But it doesn't stop there! Nigel Risner goes on to provide his practical, realistic and usable blueprint for helping you develop these six skills. With these six skills you are ready to reach your next level for yourself and for your organisation.

"How do we get from where we are to where we want to be?" This is the most important question in every organization today. Using lessons from his own very successful career as a business leader Nigel Risner High-Impact Leadership answers the question by showing managers and employees alike how to go beyond merely pursuing goals to achieving full potential. In a Nigel Risner High Impact Session, you'll come to understand these six vital leadership elements.

How to become E.P.I.C. (Everyone, Person, Inspires, Change)

"Nigel Risner is one of those unique people who is making a difference. You can't afford not to know about what he's teaching. He is an inspirational speaker and writer...what you need to do is find out what he has to offer you and take advantage of it." **Findlay Caldwell Managing Director of RAC October 2002**

You'll discover these little known success strategies:

- Learn being comfortable being uncomfortable.
- Learn to feel the exhilaration of change rather than the fear.
- Why physical change is automatic, but psychological change isn't.
- Understanding and utilising the driving forces behind individual and organisational change.
- Why speed is the critical issue in change management, and how to use it to create a competitive advantage.
- Developing a working philosophy to cope with change before it damages you.
- How to be an "optimistic realist" and what that means for your success in leading change.
- Looking for lessons that will help you grow, even in your darkest hours.
- How you can choose to be a "victor" instead of a "victim" of circumstance.
- Learning to think in the future tense: about your organisation, about yourself, and about change.

You'll also discover:

- Change lessons from some of world's most successful companies.
- Why typical efforts to create change don't work.
- How to encourage the team to take risks to bring about more innovation.
- Using non-monetary rewards for greater success.
- Recognising and eliminating dangerous attitudes that will undermine change success.
- Ways to take your team triumphantly through tough times.

Creating and having passion & fun in the workplace"

I've tried some of the exercises you demonstrated with my staff, with the result that morale has improved, and there is a fantastic atmosphere in the company that I have never seen before"

Marketing Director Jessops - Photographic Retail Chain September 2002

Nigel will reveal how individuals can identify their passion and create ways to integrate it into their everyday life and career. Passion fuels inexhaustible energy, learn how to discover your purpose and integrate that purpose into your work. You will understand how to motivate yourself, how to make work seem like play, learn how others will share your passion and enthusiasm. Having fun at work is a crucial element to your company's success. Your employees -- and you -- will work better, harder and more effectively than ever before and you will see the impact on the bottom line!

followership vs. leadership

One key point our research has shown at Esteem Training which we know to be true is that people do want to be motivated. Sometimes people will say, "But they just won't follow." Not true. You just haven't motivated them to follow you! Get certain things right and they will follow! With that in mind, here are some keys to getting people to follow your leadership.

Nigel's session will ensure that supervisors, managers and directors can learn how to lead and create a followership. You learn how to create followership in your organisation by:

Inspiring and Challenging others. People want to be inspired.

Teaching Them. Know that information must be communicated.

Empathising With Them. Why empathy works when the going gets tough

Strategising With Them. Learn that most people would like some direction, mentoring and help.

Dreaming With Them. I have a saying "If you get your dream together you get your team together".

Encouraging Them to Shoot for the Stars. Learn to show people that they have much more potential than they realise, let alone live up to.

Communicating Honestly and Clearly With Them. People who follow want their leaders to be honest with them.

Nigel Risner's followship presentation is a valuable tool because it doesn't help you solve just one problem today. Nigel Risner brings you practical skills that you'll use to effectively deal with a wide variety of challenges for years to come!

Creating a raving fan club of customers

The most important product in every business is service. People remember great service; unfortunately, they remember poor service even more. Customer satisfaction is a make-it or break-it fact of business life. And, it can only be achieved by employees who have the authority and knowledge to solve customers' problems.

Nigel's service-improvement presentation drives up commitment to customer service with a common-sense approach, based on three secrets.

- 1. decide** what you want.
- 2. discover** what the customer wants.
- 3. deliver** the vision plus one percent.

Sounds simple enough. But how clear is the vision for an entire customer-service programme? Can employees deliver every time with the same consistency? For employees at all levels who are responsible for providing exemplary internal and external customer service, this programme helps them identify their role in the company's vision. They hone skills in communicating, listening, dealing with contrary customers, and juggling priorities that may hit them all at once.

About Nigel Risner

Nigel's trainings (1/2 day – five days) and presentations (40 min to 90 minutes) are fast-moving, informative, enjoyable and entertaining. Nigel has a wonderful ability to customise each talk for his particular audience. He presents a series of great ideas and strategies with a rare combination of fact, humour, insights and practical concepts that audience members can apply immediately to get better results.

For further information please contact Philip Allen on 0208 305 6501 email: phil@philsmt.co.uk
Nigel Risner is a professional speaker and author of three books including "**How to be a Zookeeper**" – effective strategies for communications and trust in business and in life. You can order it now by calling Philip Allen on 0208 305 6501 order online at www.nigelrisner.com