



How to Click! with People Quick!

Have you ever wondered why you click with some people and yet others drive you crazy?

This fun and interactive workshop will answer that question and many more. It's filled with intriguing new information that will help you improve both individual and team performance. It will give you tools and strategies to help you identify and understand why people behave the way they do, and show you how to use this knowledge to improve communication, boost relationships and maximise potential.



Using the Click Colours Profiling Tool, you will learn:

- How and why people build relationships, make decisions and communicate
- How to adapt your communication to others' differing styles so they'll take you seriously
- How people view the actions of others in a team
- Why others' behaviour can drive you crazy
- How you are perceived by others
- How to optimise relationships within a team
- How to motivate team members to achieve peak performance
- How to mould different individual styles into a strong and high performing team

"Ava recently presented a workshop for our organisation in Dealing with Difficult Customers, using the Click Colours tool. The training was well attended by our staff who commented that Ava presented in a very professional, engaging manner. They all felt they walked away with new skills and took suggested ideas back into the workplace. I would definitely recommend Ava for any future workshops."

V. Small, Customer Service Manager, Shire of Augusta Margaret River

BYO Workshop

All our workshops are customized to your business. This is a sample. You can Build Your Own by combining elements of this and our other workshops. Applications include:

- Customer service
- Team building
- Sales
- Dealing with conflict
- Conference ice breaker or breakout session
- Professional development day
- Team meeting

Duration

Depending on the application, it can be run as a 15 minute (ice breaker), 30 minute, one hour, two hour, half day or full day session.

Your Presenter:

Ava Lucanus takes a proven, practical and refreshing approach to helping organisations align exceptional customer experiences with their brand promise. Drawing upon four decades of knowledge and experience, Ava works with companies Australia wide and is recognized as an authority in her field. Through her company Edge Communication she provides consulting, training and coaching programs for every level within business to fully optimise their relationships.

Contact Ava on 0412 135 855 or ava@edgecommunication.com.au