



## Creating Strategic Advantage – A Programme for Leaders

28 March 2005

with Warren Evans

*Certified Professional Speaker, Trend Analyst, Business Strategist and Author*

### *This workshop will provide you with:*

- an insight into opportunities to leap ahead of competitors based on the macro-trends;
- a model for designing an organisation that can take advantage of opportunities;
- a plan for greater personal leadership effectiveness to make it all happen.

### Part 1: Trends and Opportunities

This looks at the convergence of technology, demographics, globalisation, branding, innovation, economics, alliances, and marketing to help leaders recognise opportunities to seize competitive advantage in local and distant markets.

### Part 2: Service Management Strategies

This session will show you how to design your organisation, of any size and in any sector, increase profits and market share through your service delivery capabilities. It will provide you with models to increase innovation, speed, flexibility, and response to the market throughout your organisation.

### Part 3: The Symbolics of Leadership

For managers at every level, this session delivers a blue-print for what effective leaders are doing to succeed in today's turbulent marketplace. This is the nuts-and-bolts, how-to's on a day-to-day basis. You will leave with an individual action plan to increase your ability to move your organisation forward with greater speed, and enthusiasm.

**In total:** this unique day will give you the advantage of fresh insights and practical ideas based on over 25 years of in-depth consulting projects on what you can realistically do now to increase the success of your organisation.

**Warren Evans**, Certified Speaking Professional, is President of The Service Excellence® Group Inc., a management consulting firm founded in 1977. His corporate career roots are in sales and marketing management, and his blue-chip client list covers a dozen countries on 5 continents.

A Canadian with many U.S. clients, Warren delivers a unique blend of 'leading edge American business practices' and Canadian global perspectives and sensibilities. He's worked with clients of every size, and from every sector, including economic development entities from Scotland and Northern Ireland, to the Persian Gulf and the Yukon.

Warren was the third person inducted into the Canadian Speakers Hall of Fame, and also Chairs a global medical research charity [www.Laurashope.com](http://www.Laurashope.com)

*"One of our highest rated speakers ever . . . out of over 400!"*  
**American Institute of CPA's, National Conference**

*"We've had over 100 speakers in the last decade. I don't remember another one ever scoring unanimous, straight 10's."*  
**Academy for Chief Executives, UK**



## Batteries Included – Lessons to Energise and Balance Your Life and Your Team™

28 March 2005

with Linda Edgecombe

*Award-Winning Speaker, Trainer, Consultant and Best-Selling Author*



FREE\*

For all attendants.

Take your organisation on an Energy Boost. Linda will lead your group through an educational, hands-on and highly humorous ride that will re-focus and re-energise your team.

### Key Learning Objectives and Programme Agenda

*After the workshop, you and your team will come away with:*

- **Work/Life Balance**
- An honest snapshot of yourselves and how you affect the energy in your work and home life.
- Ideas how to change negative drainers in your lives and produce more positive effects.
- The motivation behind the perfectionistic unattainables so many of us are striving for.
- Five keys to increasing your personal, family and co-workers Energy Levels.
- An honest look at the Balance in your Life.
- Steps to get you moving towards a more balanced energized work and home life.
- Clearly know and create your "Personal Recipe for Happiness" in your life.
- The key steps to move towards accountable attitudes

### Change

- Why we love it and dread it?
- 3 keys to creating a healthy 'change response' personality
- Develop a plan for 'shifting perspectives', 'facing your fears' and 'dumping excuses' in the face of change, while acknowledging the internal turmoil being experienced by the team. All of which can hold you back.
- Strategise an Action/Focus Plan vs. a Perfection Plan
- Strategies to re-energise yourself, your team, your family
- Learn the secrets to Motivational Motion™ and "Just do it"

### Personal Accountability

Who are you and your staff accountable to? How do we motivate our teams to take responsibility to drive their own lives while following through on commitments and goals set out for them?

This programme is receiving great success, by taking the guilt out of goal setting. Everyone is the Winner with the "Guilt Free Accountability Success Programme"™

A great understanding of how easy it is to develop goals that are achievable.

- Learn to drop facades that are not assisting in building the career and lives that you want.
- Take an honest look at a snapshot of all aspects of your work and home life.
- Set priorities and move into action with a solid plan.
- Be energised with a renewed sense of yourselves and your vision for work and home life.

**Linda Edgecombe**, Certified Speaking Professional, is an internationally renowned award-winning speaker, trainer and consultant. She is a best-selling author who energises every room as she leads people to loosen up, lighten the load and laugh. Her audiences are motivated and shown how they can shift their perspectives on life, work and themselves. Change has never been this painless!

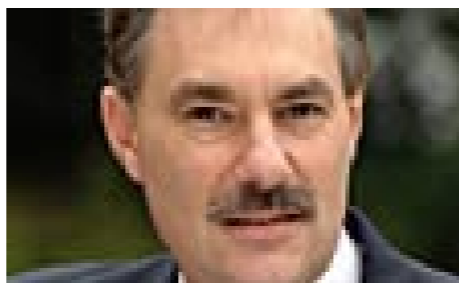
As a professional, with a degree in Physical Education, Linda brings over 20 years of Recreation, Employee Wellness, Lifestyle and Corporate Consulting experience to her programmes and her clients. She was a consultant for PARTICIPACTION promoting healthy living to Canadians and is known for being one of the countries most popular Speakers. Most recently featured in the Wall Street Journal as an expert in "Shifting Perspectives".

Inside all the laughter, Linda's audiences are inspired to find the meaning in what they do and let go of what's not working. Her message is a welcome as a deep belly laugh and as profound as an honest look in the mirror. For more details, please visit Linda at [www.lindaedgecombe.com](http://www.lindaedgecombe.com)

*"Because Linda delivers her message with such great humour, it has allowed our staff to get introspective in light of the major turmoil we are experiencing at this time. She has delivered this presentation to our management team as well as our frontline staff."*

- **Telus**

*"Superb - One of the best female speakers I have heard! I recommend her highly!!!"*  
- **International Plumbing Institute**



## Walking with Tigers - Discover the Secrets of Sales Superstars

29 March 2005

with Frank Furness

*International Motivational Speaker, Sales Trainer and Author*



FREE\*

For all attendants.

After intensive research with over 400 top salespeople in 40 countries around the world, the secrets of their success are now revealed. These include beliefs, character traits and working habits. Taking these into account, Frank reveals a 21-point plan for salespeople to be more effective and join the ranks of the 'greats'. This workshop will focus on the success stories and traits of top performers. The 21-point plan will provide a specific action plan that can be implemented immediately.

### Key Learning Objectives

*At the end of the workshop, you will learn how to:*

- Achieve better results by following the success traits of the sales superstars
- Set believable and achievable goals
- Get better results with the power of focus and belief
- Prospect more creatively
- Run and effective office and staff
- Delegate more effectively
- Provide better customer service
- Network more effectively
- Work with top executives
- Build business rapport
- Make effective use of the sales cycle
- Harness the power of technology and the internet
- Create effective newsletter
- Use the sales cycle to close more sales
- Exploit the power of desire, attitude and enthusiasm
- Be more creative in selling

### Programme Agenda

#### Assess yourself

- Assess your sales skills
- Understand the difference between average and top sales achievers

#### How to set goals?

- What do the 'Tigers' do differently and how you can harness these techniques?

#### How to prospect and find new business?

- What prospecting methods you can use?
- How you can get in front of top executives?
- What you can do to get more sales?
- Your personal presentation (grooming, dress) sets the tone
- How to develop rapport?

- What questioning techniques there are and how you can use them?
- How you can close more sales?
- How technology can help your business?
- How you can get more business from the internet?
- What tools you can use to save time?
- How customer service affects sales?
- How to develop a great service attitude?

**Frank Furness** - Certified Speaking Professional, is internationally recognised as one of the world's top motivators, trainers and keynote speakers. He is known for his energetic, humorous and inspirational presentations filled with personal stories and anecdotes. In 1997, he was recognised by Toastmasters International as one of the top five humorous speakers in the UK.

His credentials include 20 years of exceptional business success in sales, management, training and recruiting. Frank has helped audiences around the world to shine with improved sales, leadership and communication skills. He currently spends 70% of his time abroad working in 40 countries and has clients from Russia to Hong Kong, Dubai to Malaysia. For more details, please visit Frank at [www.FrankFurness.com](http://www.FrankFurness.com)

*"After many years in the sales industry, it has been highly refreshing to find a professional who can rekindle the fire in our sales force. Frank's professionalism and knowledge of sales in my opinion cannot be equaled and since his motivational talk, there has been a dramatic increase in our sales figures."*  
**Stuart Thomson, Managing Director, PIC, Dubai**

*"Two months after the training sessions with Frank, sales results were tremendous. The staff were infused with enthusiasm and motivation and his training has made a significant difference in the morale and performance of the staff."*  
**Hema Morar – Human Resources, Training & Development Manager – Virgin Atlantic Airways**



## Leading at Every Level Making Values Come Alive

29 March 2005

with Susan Luke

*Certified Speaking Professional, Trainer, Consultant and Author*



FREE\*

For all attendants.

"Watch the Boss" is still the most prevalent and powerful practice happening at every level of every organisation. Being a leader, you need to constantly make decisions based on your understanding of the organisation's strategy and values. When making decisions, you need to be very aware of the daily role you play in shaping that understanding. To your people, you are the personification of your organisation's story. From the traditions of heritage, to the structure of procedures, to the "natural gossip" of and group, the stories we share provide the basis for organizational behaviour and receptivity to change. Strategic storytelling enables change by providing direct access to the living part of the organization. Stories inhabit the head space of the individuals who make up your organisation and affect how your corporate culture and its' values evolve and make a difference to those you lead. Values come alive through leading at all levels and connecting through the strategic use of stories. In this workshop, you will learn the specific techniques, skills and strategies that outstanding leaders use to make values come alive in their organisations.

### Key Learning Objectives

*Upon successful completion of this workshop, participants will be able to:*

- Understand the difference between vision and values
- Identify how values connect emotionally with everyone
- Appreciate the dynamics of corporate culture
- Use appropriate techniques to promote a culture of inclusion
- Grasp the significance of all aspects of communication throughout all levels of an organisation
- Identify, create, craft, and strategically use stories
- Develop an action plan for using leadership strategies at all levels

### Programme Outline

- **What is Making Values Come Alive all about?** - Respectful and empathic communication
- **Why Vision Matters?**
- **Values and Emotional Connection**
- **Understanding Corporate Culture**
  - Exploring the dimensions
  - Harnessing the power of unique strengths
- **Promoting a Culture of Inclusion**
  - Star Trek principles
  - Creating synergy
  - Increasing competence
- **REAL Communication**
  - Nonverbal communication
- **Creating Your Corporate Story**
  - Providing the right understanding. . . on purpose
  - Guiding attention and behaviour
  - Navigating through uncertainty
- **Enhancing Behavioural and Cultural Change**
  - Understanding the "rules"
  - Using and sharing stories
- **Creating a Path Forward**

**Susan Luke**, Certified Speaking Professional, brings over 20 years of corporate and consulting experience to her clients. With diverse multi-national experience, she has worked on five different continents, in over 15 countries. Susan has provided training and consulting since 1988.

Combining her hands-on, in-the-trenches experience with superb presentation skills, she shares with leaders at all levels how the power of stories can build cultures that embrace accelerating change, drive business success, and consistently deliver remarkable service levels that cement customer loyalty. Speaking across industry lines, her clients know her as someone who has tangible, lasting impact. For more details, please visit Susan at [www.SusanLuke.com](http://www.SusanLuke.com)

*"Outstanding . . . thoughtful and insightful. It was unique and can make a huge impact on our respective organisations..."*  
**President, Young Presidents' Organisation**



## Calming Upset Customers

30 March 2005

with Rebecca Morgan

*International Motivational Speaker, Customer Service Expert and Best-Selling Author*



FREE\*

For all attendants.

How do you make your upset customers happy? What can you do to ensure upset customers will return, will be satisfied, and will refer others to you? It's the little things that pay off big. This workshop will focus on what upset customers want, how to calm them, and how to retain their business.

Upset customers are a part of every organisation. If they are responded to promptly and professionally they will become some of your most loyal customers.

### Key Learning Objectives

*At the end of the workshop, you will learn how to:*

- Respond pleasantly to customer complaints
- Empathize with the customer
- Reduce the chances of a customer getting upset
- Know how to turn an upset customer into a satisfied, loyal customer
- Understand which words are "fight starters" and "communication beginners"
- Listen more effectively during tense situations
- Compose yourself after the altercation, in order to professionally assist the next customer
- Defuse customer anger
- Practice calming behaviours
- Project more confidence when dealing with upset customers
- Use your personal presentation, body language, and words in a significant way to effect a customer's mood.

### Programme Agenda

#### Assess yourself

- Assess your calming skills and attitudes
- Understand the difference between "difficult" and "upset"

#### Why is it important to calm upset customers?

- Upset customers don't return
- Word of mouth spreads quickly
- Complaining customers who are satisfied will buy again

#### Why do customers get upset?

- What are avoidable upsets?

- How can you be proactive to head off annoyances?

#### What can you do to prevent their upset?

- Your personal presentation (grooming, dress) sets the tone
- What do upset customers want?
- Being aware of negative listening habits and learning positive ones
- Defusing defensiveness

#### Once they're upset, how to calm them?

- What do upset customers want?
- More words to watch

**Rebecca Morgan**, Certified Speaking Professional, Certified Management Consultant, is known internationally as an expert in increasing customer satisfaction and revenue. She's appeared on or in dozens of international, national, regional or industry media like Oprah Winfrey Show, 60 Minutes, USA Today, and National Public Radio. She was retained by Microsoft in 2002 as their Workplace Productivity Spokesperson.

Rebecca is the author of these seven popular books: *Calming Upset Customers, Best Practices in Customer Service, TurboTime: Maximizing Your Results Through Technology, Life's Lessons: Insights and Information for a Richer Life, Best Practices in Customer Service, Inspiring Others to Win, Professional Selling: Practical Secrets for Successful Sales and Speaking Successfully: 1001 Tips for Thriving in the Speaking Business.* For more details, please visit Rebecca at [www.RebeccaMorgan.com](http://www.RebeccaMorgan.com)

*"I want to thank you for the truly outstanding seminars which you have conducted for us throughout the United States. Participants in your programs have consistently given you the highest ratings. Your enthusiastic style and substantive content have made your program one of the most popular ever offered to our members."*

**Executive Vice President, National Moving and Storage Association.**



## Power Writing: Dynamic Communication in a Global Marketplace

30 March 2005

with Sue Hershkowitz-Coore

*International Speaker, Communications Expert and Author*



FREE\*

For all attendants.

Only two ways exist to communicate your message: talking and writing. Those people with command of both skills are more successful, more highly respected and more profitable in their business endeavors. They are ones who are more likely to get the results they want and the recognition for their ideas that they deserve. In this workshop, Sue Hershkowitz-Coore will help you apply each lesson to the types of writing you do each day so that you can achieve more with every message you write.

### Key Learning Objectives

*At the end of the workshop, you will learn how to:*

- Respond professionally to the issue rather than the emotion
- Use the QuickWrite™ process documented to save up to 80% of the time you now spend writing
- Select the best writing formula to achieve results for your message
- Understand how to sell your ideas in writing
- Differentiate your service or product from that of the competition
- Create messages that are clear and concise
- Turn negative messages into neutral or positive words
- Eliminate words that detract from your professionalism
- Help your reader gain confidence in your idea
- Understand how to enhance your influence and prestige every time you write
- Assess your writing style to determine its effectiveness
  - Avoid long, rambling messages
  - Keep your reader's attention
  - Compel your reader to read
  - Ensure your message breaks through email clutter

### Programme Agenda

- Why is it important to write well?
- Poor writers are viewed as unprofessional, unprepared, and poorly educated
- Email is the most common form of business communication and influence today
  - Clear writing gets results, respect and recognition
  - What are the new email rules?

- Email and traditional mail have similar characteristics yet many others are unique to email
- Maintaining professionalism, purpose and respect for the reader are critical
- How is it possible to write more efficiently and more effectively?
- The QuickWrite™ process requires only 3 steps and eliminates all time wasters
- Determine the type of message and writing becomes easier
- Learn to "Become the Customer™" to drive points home quickly
- Understand the difference between "proper" writing and writing that influences a reader
- Are there words to avoid?
- Writing for the reader eliminates embarrassing – and costly – errors
- Writers use 10X the number of rude words in email messages.

**Sue Hershkowitz-Coore**, Certified Speaking Professional, mixes practical business applications, constant research, and life experiences, to make a difference in the way your attendees think, communicate and perform.

Sue has spoken before more than a million people during the last 20 over years. She knows how to compel a group to listen to the message, how to help them laugh (even when times are tough and the message is serious), and how to inspire them to act on the ideas and strategies they hear. As an entrepreneur, an author, and a sought after speaker, she provides "meat and potato" strategies that can be immediately applied to give you, and your attendees, the ROI you require. Her message - improve the way you communicate and you improve your success - is based on universal principles of truth. For more details, please visit Sue at [www.SpeakerSue.com](http://www.SpeakerSue.com)

*"You totally mesmerised me with your dazzling presentation and I'm not easily impressed."*  
**Patte Chandler, Kinsey & McKnight, Atlanta, Georgia**

\* Only for those attending this workshop.

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The Seven Keys to Powerful Presentations System™  
30 March 2005  
with Dr Joseph Sommerville  
*Presentation and Communication Expert, Consultants and Author*



FREE\*

For all attendees.

You already know that presentations are a part of everyday life, but have you ever thought about the price you pay for a poor presentation? Here are some of the costs involved when you don't present your ideas as well as you could:

- Lost sales because you weren't persuasive
- Damaged credibility because you can't communicate well
- Unproductive meetings because no one stays focused
- Unresponsive audiences because you haven't captured their attention
- Slower career growth because you can't articulate your ideas
- Reduced job offers because you didn't present yourself well
- Less support for change in your organisation because you can't create a compelling vision

- Use 10 strategies to handle difficult questions with ease and confidence
- Choose the type of delivery that's best for your presentation
- Find information about your audience in advance for better results
- Add life to your presentation
- Think on your feet more quickly
- Enhance your credibility and influence

As the leading authority on the language of influence, **Dr. Joseph Sommerville** shows professionals how to increase sales, visibility and credibility by creating more persuasive messages. His unique system is based on research from over 8,000 presentations. Participants from over 25 countries have benefited from Joe's programmes on topics such as designing powerful presentations, the language of influence and using speaking as a low-cost, high-impact marketing tool.

Clients call his approach field-tested and results-driven. He is the author of several articles on effective presentations, business communication and working productively in cross-cultural environments. For more details, please visit Joe at [www.peakcp.com](http://www.peakcp.com)

*"Your experience and knowledge, particularly about subtle changes in content or style that makes such a difference, makes you the expert when it comes to presentations. This is the most direct and effective method I've seen for moving a presentation from concept to podium."*  
**Michael Sorkin, V.P., Boston Scientific**

You can do something about it. There's no such thing as a "natural." With the right system, you can be successful as a presenter. Now the system is available to you. The 7 Keys to Powerful Presentations System™ is the result of 19 years' research, analysis and testing. It's backed by research from over 8,000 presentations. An investment in this workshop is an investment in your success and an investment that yields a very high return.

**Key Learning Benefits**

This workshop teaches you exactly how to:

- Cut your preparation time by 50%
- Overcome nervousness and maintain poise
- Avoid the 7 deadly sins of Powerpoint that will kill your presentation

\* Only for those attending this workshop.

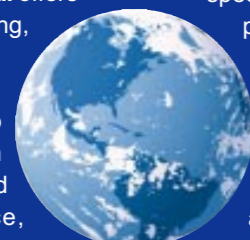
**With over 500 International Top Trainers, Speakers and Consultants behind your organisation.**



**it's more than just "experience" you get**

If you are looking for the widest selections of Top Trainers, Speakers and Specialist Consultants from the International Arena, you will be excited to know **d'Oz International** offers you a **One-stop Solution** in areas of consulting, training, personal development and business enhancements!

We have over **500** well-scrutinised International Top Trainers, Speakers and Specialist Consultants that can offer you a wide range of programmes and customised workshops from Leadership, Customers Service, Healthcare, Dental Care, Legal, Finance, Humour, Stress Management, Business Culture, Career Coaching, Organisations Development and Sales. You can even get translation services in English and Chinese if your organisation needs it!



Imagine having hassle-free arrangements for retreats, venue selections, air-flight reservations and programme planning as a special value-add from us to you, you need only to relax... pre-workshop discussions, post-workshop evaluations as well as follow-up to ensure our clients of the best results and outcome focus delivery at all time.

Partner with **d'Oz International**, you know you are in good hands of an organisation that is Professional and Effective.

"experience" it for yourself.

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Call us at **(65) 6391 3733** or log on to our website at **[www.d-oz.com](http://www.d-oz.com)**.



**"If people are your organisation's greatest assets, then training is a wise financial investment."**

**PARTNERS** Conference and Event Management Pte Ltd

**PARTNERS** recognises the true value of training and are fully committed to make every event an invaluable learning experience for you. Working with a pool of **highly qualified industry experts and professional leaders** (most of whom are reputable published authors), **PARTNERS** aims to bring you a series of highly interactive, hands-on and practical workshops that offer maximum value for you and your staff. Every seminar / workshop has been packed with insightful case studies, proven tools and techniques, winning ideas, effective action steps, interactive discussions and practical exercises to help turn your theory into practice right away.

Our public seminars, workshops and conferences have been carefully researched and expertly designed to best meet your training needs.

**We invite you to visit us at [www.partners-conference.com](http://www.partners-conference.com)**



**Programme Schedule for All Workshops**

Registration 08:15 – 09:00 hours  
Workshop 09:00 – 17:00 hours

Lunch break, morning and afternoon tea-breaks will be provided for at the workshop.

**In-House Training**

Our group of dynamic speakers are also available for customised in-house training on these topics and more. For more details, please contact:

**d'Oz International Pte Ltd at:**  
Tel: 65-6391 3733 Fax: 65-6744 3733  
Email: [training@d-oz.com](mailto:training@d-oz.com)

**Registration Form**

	Date	Workshop Fee (nett per person)
Workshop A: Creating Strategic Advantage – A Programme for Leaders	28 March 2005	S\$495
Workshop B: Batteries Included - Lessons to Energise and Balance Your Life and Your Team™	28 March 2005	S\$495
Workshop C: Walking with Tigers - Discover the Secrets of Sales Superstars	29 March 2005	S\$495
Workshop D: Leading at Every Level – Making Values Come Alive	29 March 2005	S\$495
Workshop E: Calming Upset Customers	30 March 2005	S\$495
Workshop F: Power Writing: Dynamic Communication in a Global Marketplace	30 March 2005	S\$495
Workshop G: The Seven Keys to Powerful Presentations System™	30 March 2005	S\$495

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Tel: 65-6786 7363 Fax: 65-6786 3282 Email: [enquiries@partners-conference.com](mailto:enquiries@partners-conference.com)

*(All prices quoted are nett. Enjoy team discounts when you book 5 sessions and above. For more than 20 sessions booked, you will receive special corporate rates, please call us for more details.)*

**YES! Please register me / us:**

Name of Delegates	Designation	Workshop (Please tick)
1. _____	_____	<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> G
2. _____	_____	<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> G
3. _____	_____	<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> G
4. _____	_____	<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> G
5. _____	_____	<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> G

**Approving Manager**  
Name: \_\_\_\_\_ Designation: \_\_\_\_\_ Email: \_\_\_\_\_  
Organisation: \_\_\_\_\_ Address: \_\_\_\_\_  
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**Workshop A**

**Creating Strategic Advantage – A Programme for Leaders**  
28 March 2005  
with Warren Evans

**Workshop B**

**Batteries Included - Lessons to Energise and Balance Your Life and Your Team™**  
28 March 2005  
with Linda Edgecombe

**Workshop C**

**Walking with Tigers - Discover the Secrets of Sales Superstars**  
29 March 2005  
with Frank Furness

**Venue:**  
Grand Copthorne Waterfront, Singapore

Organisers:  
**d'Oz** **PARTNERS**  
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**Workshop D**

**Leading at Every Level - Making Values Come Alive**  
29 March 2005  
with Susan Luke

**Workshop E**

**Calming Upset Customers**  
30 March 2005  
with Rebecca Morgan

**Dynamic World Class Speakers Powerful Workshops Fantastic Offers**

**Workshop F**

**Power Writing: Dynamic Communication in a Global Marketplace**  
30 March 2005  
with Sue Hershkowitz-Coore

**Workshop G**

**The Seven Keys to Powerful Presentations System™**  
30 March 2005  
with Dr Joseph Sommerville

