

Victoria Joy's Speaking Topics

Title: Fearless Leadership

No matter the Age, Wage Stage, Condition or Position, Every Person Can LEAD and become a Productive Problem Solver. This presentation is filled with Practical & Strategic tools to Boost Confidence, Improve Competence and Increase Retain-ability.

Take-aways:

- Identifying the Key People Who Maximize Your Growth
- Develop Your Semi-Secret L.E.A.D. File
- Asking the Essential Questions

Title: From Conflict to Connection

Recurring Conflict and Difficult People can change an organization from Great to Good to Get-Me-Outta Here! Economic conditions, ownership & staffing changes, new directives, regulations and policies can cause ongoing challenges and pressure. This presentation shows that the solution may not be a partial or mass exodus, but rather a Shift in Thinking, Processes and Implementation.

Take-aways:

- Identify the Top 3 Reasons People are Difficult
- Interpret Underlying Issues, Defuse & De-Escalate Incidents
- Use Effective Words/Phrases to Reduce Resistance

Title: Customer-Centric Service

If your goal is to go from a customer service rating of Poor to AWESOME!, then this presentation is your prescription. When decreased satisfaction inside and out impacts Morale, Sales and Service, strong medicine is needed to get the Happy back.

Take-aways:

- Customer Service Myths that Prevent Cooperation
- Implement the "Shows" That Create Progress
- Victoria's Three C & P "formula" that can Entice, Excite and Delight

Title: Better Together

In our world where people's heads are down, fingers tapping away on phones and keyboards, many who work & play "together" aren't really engaging with one another. It's still true: Team-work does make the Dream work! This presentation helps you create a tighter-knit group with a clearer vision, shared values and more cohesive culture, where improved Communication & Collaboration leads to Increased Passion, Productivity, Progress and Profit!

Take-aways:

- Migrating from a "Group" to a Team
- What You Need to "Know" to Ensure your Team-Work Works
- Sure-fire Course Correction Techniques & Rewards

Title: Your S.T.A.R. Power!

Go ahead, admit it, everybody wants to shine in some way, achieving success in some area. You can improve your personal & professional Credibility, Effectiveness and Influence, which will then impact

and elevate impact those around you. Learn how to Adopt and Implement specific traits and essential habits, and you can't help but become a STAR!

Take-aways:

- Develop the Right Network and When to Utilize It
- Become an Attractor and Not a distraction
- Get Through When You Want to Give Up

Title: Why Not Me?

Perhaps you're experiencing it now...those around you spewing words of discouragement and doubt, belittling your skin color, gender or intelligence. I know what that feels like, because it happened to me very early in my life, and into adulthood. But there is a way to See Yourself Being/Becoming a Success, and getting out from the Shadows and Margins of Life.

Take-aways:

- Targeted "Fab Four" Who Have Your Back
- Strategies to Thrive not just survive
- Data and Documents to Guarantee Emotional Uplift & Advancement

Listed above are Victoria's Most Popular presentations. If none of them quite fit what you have in mind--No Problem! Connect with her at (303) 219-0709, or at info@happystafftraining.com to discuss her developing a program that tackles YOUR Current Problem or Complements your Event's Theme. Also, if requested, Victoria can provide you a **Flat, All-Inclusive Rate**. Additionally there are **Reduced Fees** for Academic Institutions, Non-Profits and Regional events.