

# Kathryn ORFORD

EXCEPTIONAL PERFORMANCE



## INCREASE PRODUCTIVITY AND PROFITS BY TRANSFORMING YOUR WORKFORCE INTO PEAK PERFORMERS

Leadership, success, and industry shaking breakthroughs take more than charisma and talent. They take self-belief, emotional intelligence, and unshakable faith that most people in today's workforce don't have.

Even the most confident ones among your leaders actually **have self-limiting beliefs holding them back from what they are truly capable of achieving**. This is true regardless of ambition, talent, and even the appearance of confidence. No one is born or infused with natural confidence to achieve all that they can. Confidence is a learned skill. And true confidence has nothing to do with cockiness. In fact cockiness is usually developed to disguise a lack of confidence. Just imagine what the people in your organization could do with the skills to cultivate and leverage deeply held self-worth, self belief and self confidence?

If you've got strong, talented men and women working to grow your organization, give them and your company the great gift of guidance from **Kathryn Orford. She'll knock their socks off with her truly empowering programs that help you tap into the real potential that each of your team members holds.**

## TESTIMONIALS

Kathryn is a breath of fresh air, a true inspiration. So often those in business are searching for new ideas, new techniques and new skills, when the real answer to success in business, and indeed our lives is within ourselves. So when you realize that more of the same, brings more of the same, invite Kathryn as your next key note speaker and witness the results as you become encircled with happier more content and successful people.

- Ross Lambert, Digital Solutions Group

Kathryn is an exceptionally gifted speaker who easily captures her audience with her natural, positive inspiring energy. I found her talk very motivational, whilst being down to earth. Kathryn creates a wonderful atmosphere. And her use of story telling, music, passion and humor will touch your soul.

- Mark Pop, Entrepreneur

I have only had two sessions with Kathryn and I have to say it changed my life. My outcome for the sessions was to equip myself with techniques and strategies to change my way of thinking and empower me to be in "peak mental condition" for my auditions. Kathryn was absolutely amazing in showing me exactly where I had gone off track in the past. Thank you so very much Kathryn. I'm forever grateful!!!

- Judit Lorincz, Opera Singer

Kathryn worked with our U22 women's basketball team instilling self belief in themselves and each other. It was such a positive exercise seeing the "Team" come together at finals time winning their quarter final, semi and grand final against all odds from fifth position. The girls bonded so well under pressure and used the tools that Kathryn had taught them to stay positive and win the state championship flag. Whether you're a sporting team, corporate team or individual, if you have the chance to work with Kathryn, I say go for it!

- Brad Dalton, Dual Basketball Olympian,  
MWBA coach Sydney Australia



# FEATURED PRESENTATIONS

## EXCEPTIONAL RESULTS

### How to turn your team into an Exceptional Performance Machine.

How to create a culture that ensures every member of your team is performing at the highest level, so that your profits skyrocket, retention rates improve dramatically and you have guaranteed job security!

Kathryn's presentations are highly interactive and her unique blend of story telling, humor and music ensures key take aways are internalized by participants who will return to work excited to implement her proven success strategies.

Participants will learn:

- ✓ How to set the foundation for exceptional results.
- ✓ The key to rewarding members of your team.
- ✓ How to re-program negative self talk.
- ✓ Daily rituals to set you and your team up for success.
- ✓ How to anchor in success to create a foundation for continued success.

## EXCEPTIONAL CUSTOMER EXPERIENCE

### Think Small And Grow Big; Details Matter When Creating An Exceptional Customer Experience

Every element of a successful business model has to have customer experience as the key driver. Exceptional staff can't save a bad night out if the rest of the experience is hobbled by poor processes, rigid rules and an inferior atmosphere.

Being responsive to customer needs and creating a positive memorable experience, creates raving fans who are more likely to provide positive online reviews and refer you more business.

Participants will understand:

- ✓ The elements of an exceptional customer experience.
- ✓ The role of staff in creating an exceptional customer experience.
- ✓ Tips and tools to immediately change the culture of your business to become more customer centric.

## EXCEPTIONAL CUSTOMER SERVICE

### Raves Reviews; How Exceptional Service Turns Customers Into Your Greatest Marketing Asset.

In the digital era online reviews have more currency than ever before. Great reviews drive business and bring people through your door. Unfortunately its far easier to get negative reviews from unhappy customers than it is from those who are satisfied with your services. That's why we have to turn all your clients into raving fans to truly leverage the power of online reviews. Potential customers turn to sites like Yelp, Google and Facebook to evaluate your business before making their buying decision. A scathing review costs you thousands if not millions of dollars.

In this presentation Kathryn will discuss the most powerful ways to increase customer satisfaction by delivering an exceptional customer service experience every time.

Participants will leave this program with:

- ✓ A deeper understanding of the connection between exceptional customer service and business growth.
- ✓ The ability to identify the preferred learning style of their staff so that customer service training is absorbed into the culture of their organization.
- ✓ Tips tools and techniques to connect with customers so they feel warm, welcomed and wanted.

#### AS SEEN ON:



**Book Kathryn NOW to Improve Your Productivity Performance and Profits**

Call: (424) 533-3136 or [kathryn@kathrynorford.com](mailto:kathryn@kathrynorford.com)



## 10 Reasons to Hire Kathryn Orford To Empower Your Workforce

1. **To increase Productivity, Performance and Profits.**

Kathryn has an impeccable track record. **100% of her clients have achieved goals they'd previously thought of as pure fantasy.** Her vast experience training and leading highly successful teams in numerous industries, has given Kathryn incredible insight into how to create a winning team capable of achieving exceptional results.

2. **You want a recognized expert in the field of personal development.**

Kathryn's International Best Selling Book "Become your #1 Fan ~ How to Silence your Inner Critic and Live the Life of your Dreams **made #1 in 5 categories on Amazon** and Kathryn has been interviewed on every major television network throughout the US.

3. **You want a highly customized presentation that addresses issues currently facing the people on your teams.**

While Kathryn's underlining message is all about the four S's: Self-esteem, Self-Worth, Self-Belief and Self Confidence, she also has a wealth of experience in the art of optimal communication, leadership and team building. And no two presentations or workshops are the same, because **Kathryn will work with you to customize a presentation or program based on your specific needs and desired outcomes.**

4. **You want substance and style, not just motivation.**

While Kathryn's clients say she's incredibly inspirational and motivational, she's not just a motivational speaker. Kathryn is fundamentally a teacher/trainer/coach **so she's all about sharing easy to implement tools and techniques** that you participants can implement immediately to become more confident, self driven and flexible in their approach to solving problems and achieving their goals.

5. **You want to INCREASE your retention rates and ensure maximum leadership and influence in the workplace.** Happy, engaged, self motivated employees, who believe in themselves and understand how to lead effectively, will result in a rise in your retention rates, and improve your bottom line.
6. **You want programs that work and last!** Kathryn doesn't just deliver a program or a presentation and then leave the building. Woven into any package is ongoing support to ensure success implementing new found skills and managing the inevitable obstacles and road blocks on the way to your employees achieving their goals.
7. **You want superior, science-based information to educate your teams.** Aside from sharing stories, humor and music to engage your staff, everything Kathryn does is scientifically based with research to back it up.
8. **You want more than just a speaker. Kathryn is a one stop shop to empower your entire team!**  
Not only is Kathryn available to empower all your staff as individuals, she has a 100% success rate in peak performance coaching teams to bond and achieve goals previously thought of as pure fantasy.
9. **You want to work with a professional who makes your life easy.**  
Every client that has ever hired Kathryn has said that she's a joy to work with. From the planning/needs analysis stage, to delivering the content, to follow up and support after the event, **they all rave about how easy she is to work with to ensure she achieves your desired outcomes.**
10. **You want a speaker who walks her talk.** Everyone that knows Kathryn, knows she's the real deal. **She practices what she preaches** and everyone who's had the pleasure of working with her becomes a raving fan of not only her and her work, but themselves.

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## ADULT BIO

Australian born and bred, Kathryn Orford, is all about helping you and your team achieve greatness. Kathryn regularly assists teams and individuals to catapult themselves from mediocrity to extraordinary.

Through presentations, workshops and exceptional performance sessions Kathryn successfully equips her clients with the essential skills, beliefs, behaviors and positive mindset required to produce outstanding results previously thought of as pure fantasy.

We all have the ability to thrive, succeed and accomplish. Sometimes it just takes someone like Kathryn to jolt you and your team/conference attendees/delegates off the plateau and into the stratosphere.

Kathryn has a vast catering and hospitality background. Starting as the night cashier at the Bennelong Restaurant at Sydney Opera House she was quickly promoted to Daytime Manager. Her ability to train staff was recognized early on so she was promoted to train the staff for all of the seven restaurants in the chain. After training the ground staff for the opening of Sydney Tower Restaurants, Kathryn returned to Sydney Opera House as the P.R. and Sales Manager for the catering. Then went on to run a highly successful school of performing arts.

Kathryn has trained with the world's leading experts in Self-Esteem, Self-Belief, and Peak Performance. She has spent the last 20+ years inspiring thousands of people around the world to produce results they'd only previously dreamt of. Kathryn draws on her own life experiences including re-building her life after feeling suicidal, to inspire people to embrace the road blocks/disappointments /setbacks that are inevitable as you pursue excellence in your life.

Kathryn is the author of several books including her #1 Best Selling Book ~ "Become your #1 Fan ~ How to Silence Your Inner Critic and Live the Life of your Dreams. And has been interviewed on every major TV network across the US.