



Ryan+Associates Australia
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Communication & Presentation Skills • Customer Service & Sales Skills • Humour in Business • Leadership • Teamwork

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About Kevin Ryan csp

Kevin is an experienced conference speaker, workshop leader, facilitator and MC. He has twenty-five years experience as a corporate trainer and fifteen years experience as a professional speaker.

He is based in Brisbane, and speaks across Australia and in Asia, New Zealand and the UK with occasional presentations in the USA specialising in the areas of communicating and working with groups, humour intelligence, sales and customer service.

He is an award-winning speaker whose clients include some of Australia's largest organisations, politicians, members of the judiciary, Olympic athletes and PhD candidates.

He has authored nine books on communication skills and humour in business that are used extensively throughout Australia, New Zealand South Africa & the United Kingdom and in Universities in China and South Korea. He writes regular columns on communication skills, sales & customer service and humour in business for a number of industry magazines and has often been featured in the major metropolitan press.

Kevin is a Certified Speaking Professional. This is an internationally recognised designation – the highest possible in the speaking industry and only awarded to those with proven experience, expertise, eloquence and a track record of satisfied clients.

He is a Member of the Australian Institute of Training and Development, of the National Speakers Association of Australia and the International Federation for Professional Speaking. He is a Past National President of the National Speakers Association of Australia, the 2011 Nevin Award Winner and a member of the NSAA Speakers Hall of Fame.

Kevin sees himself as a partner with any conference organiser – prepared to do whatever is necessary to add to the success of the event. The fact that all of his business is referral is testament to how well he 'walks his talk' of exceeding clients' expectations.

Topics

- **TILT!** – The level playing field in sales is dead. Time to tilt it your way!
- **Humour Intelligence™** - How to turn fun into a profit factor in your organisation
- **Break the Rules in Speaking** – Confidence tricks that make you look good!
- **What Your Customers Really Want** – and how to have fun giving it to them
- **Stand Up to Sell** – why most people fail when selling to a group; and how you can turn this to your advantage
- **Making Meetings Work** – Saving time and effort as well as having more productive meetings
- **Leading from the Front** – Speaking skills for leaders.
- **Negotiation Skills** – How to create mutually-beneficial negotiations

Comments by Clients...

Thank you for the magnificent job you did. I personally enjoyed it immensely, but more importantly, feedback I have received from my staff is, without exception, positive. *Ian Browne, State Manager, Australia Post Property Division*

Feedback is still being received from many conference participants (a month later) and continues to be most positive. *John Wilson, Conference Convenor, AIBS Australasian Conference.*

The program uses a number of experts in their field and the evaluation at the end of the course showed that Kevin's presentation rated the highest in terms of value to the participants. *David Milstein, Course Manager, Qld Rural Industry Training Council*

Thank you again for the exciting and interesting workshop you gave to all of us. We have had some great feedback from staff and let's hope your words of wisdom sink in! *Chris Quintin, Gold Coast City Council*

I would be pleased to recommend Kevin's session to anyone seeking a Public Speaking Course that is of high quality and immeasurable value for money. *Robyn Keenan, Foster's Learning Coordinator, Carlton & United*

Your presentation was inspiring and gave our people a very different and stimulating outlook. It target clearly the specific needs of our staff and was great value. *Jean-François Méli, Company Secretary, Hans Continental Smallgoods*

It was awesome. Kevin Ryan's presentation was great - very entertaining and informative. Enthusiastic and a pleasure to listen to. I particularly liked his handy hints and the tips that he gave us to take away. *Participant, Brisbane City Council Leadership Alumni*

Your enthusiasm and knowledge of the subject matter was obvious and feedback from the participants was very positive. Once again, your professionalism came through and all were impressed with the presentation. *Lydia Najlepszy, Manager, Athlete Career and Education Program, Qld Academy of Sport*

The material was particularly useful to me. I thought the course was very worthwhile. *Kym Guesdon, Manager Human Resources, Brisbane Convention and Exhibition Centre*

The Coordinators were full of praise for the presentations you made and all felt inspired by the experience. *Yvon Wigley, Acting Executive Director, Qld Rural Industry Training Council*

Invaluable techniques to overcome nervousness. Very practical, and I will be using these skills every day. *Course Participant - CITEC*

Thanks for the closing keynote at our conference and being the emcee at our awards night. Everyone thought you were fantastic. Thanks for such a great effort. *Ros Smerdon, 2008 Australian Rural Woman of the Year*

Copies of all testimonials are available on request.