

PRESSING THE RIGHT BUTTONS – Dentist Skills for Business Success. - ‘Treating others as *they* want to be treated’



Speaker: Allison Mooney, CSP

Presentation Length: 90 minutes

Learning objectives:

- Enhance communication styles both with client and colleagues.
- Understand what makes people tick, and become a predictor of people's behaviour for the purpose of giving them what they need (Speed read people to find out what they really want).
- Communicate in a way that makes people want to listen – see things as they see them.
- Understand people's motivation and effectively press the right buttons.

Outcomes:

- Better relate and understand why people act the way they do and adapt their own style to the needs of the situation.
- Increase individual pride, value, and worth.
- Raise skills and techniques to better deal with people.
- Be able to strengthen relationships staff, patients and service providers.
- Build strong positive attitudes both personally and professionally.
- create an appreciation and respect of others through understanding different personalities, and more importantly, speak their language, resulting in professionalism and better communications being applied.
- Increase business profitability and core competencies by concentrating staff attention on essential people issues, working in a thriving environment that complements their style.
- Improve productivity, and job satisfaction.
- Insight into influencing others to make good health choices.

Biography:

Allison Mooney, CSP (only 5 New Zealanders hold this world wide designation)

Professional Conference Speaker

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Youtube:<http://www.youtube.com/watch?v=xnLt-Nt5B9I>

Author "Pressing the Right Buttons" – People Skills for Business Success

- Most Inspirational Speaker of the Year, 2007
- Most Entertaining & Humorous Speaker 2006 & 2008
- Awarded three times "Speaker of the Year" 2004/5/8, a first in the history of NSANZ, Auckland
- Author of the Year, 2008

References:

"Allison understands people like fishermen know their fish"

Allison is valued for her ability to engage an audience and give practical effective business tools that ensures buoyancy, resilience and flow. Her own presentation style makes for a fun and entertaining program, and more importantly, the uncomplicated content generates greater retention and application.

Her "call to action" challenges any audience to significantly increase their own performance capability, while constantly improving the quality of their lives, and the lives of those they come in contact with.

An International Professional Speaker of vast experience, Allison has not only gained respect, but built a powerful brand inspiring high profile companies and organisations such as Air New Zealand, Fonterra, Ministry of Justice, Commerce Commission, Wella International, NZI, Lockwood Homes, Drake International, Westpac, Langham Hotel, The Professionals Real Estate, Principals Association, Tourism NZ.... to name a few.

Allison's career prior to becoming a Professional speaker was First Class Lounge manager of both Ansett New Zealand and Qantas International. She first came to notice for outstanding customer service as Manager of Ansett Golden Wing (Auckland), where her benchmark legendary customer service record came to be immortalised in the "I can't - I've split my trousers!" advertisement. (part of a group of TV commercials which are based on true life service experience).

Passion, developing people.