

HEIDI VEGA, APR

CHANGING THE NARRATIVE

This keynote address will guide members on a journey through the art of leadership by weaving engaging stories that illuminate the path to self-discovery and effective leadership strategies. Drawing from personal experiences and compelling anecdotes, we'll delve into the essence of various leadership styles and the lessons I've learned along the way. By connecting these narratives to practical insights, we'll uncover the profound impact of self-awareness and meaningful connections in shaping authentic leadership. Join me in this storytelling adventure, where we challenge old narratives to carve out a new, empowering leadership story that fosters growth and transformation in both personal and organizational realms.

KEYNOTE ADDRESS: 1 Hour

BEYOND THE SURFACE: ENHANCING CUSTOMER SERVICE THROUGH INSIGHTFUL COMMUNICATION

Explore the unseen elements that shape customer service experiences in this dynamic and interactive session. Delve into the barriers, emotions, and reputational factors that influence customer interactions. Engage in audience participation to uncover effective communication strategies that transform service encounters. Perfect for breakout sessions or smaller groups, this presentation will equip you with the tools to elevate your customer service approach by seeing beyond the surface.

PRESENTATION: 45-60 Minutes



BOOK A PRESENTATION



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nspra PRESIDENT
GUEST SPEAKER

THE IMPORTANCE OF MESSAGE: NAVIGATING BARRIERS WITH THE SEVEN C'S OF COMMUNICATION

Discover the critical role of messaging in effective communication in this engaging session. Learn how to develop a robust message strategy and identify common communication barriers. Through interactive discussions and practical examples, you'll explore the Seven Cs of Communication and how to apply them to overcome obstacles and enhance your messaging impact. Ideal for breakout sessions or smaller audiences, this presentation will provide you with actionable insights to refine your communication skills.

PRESENTATION: 45-60 Minutes