

Speaker Kit

Catherine Molloy



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Catherine Molloy is a qualified Communications expert and keynote speaker who specialises in business growth, communication, sales, service, leadership and presentation. With 25 years of experience in business, training, and facilitation she creates an effective engaging learning environment, tailored to her client's visions and objectives. Through her professional and accessible presentations, Catherine delivers mindful learning and business solutions that work for local, national and international clients.

Catherine is an expert at helping others understand the implicit impact language has on every act of communication and the 'domino effect' of that impact on your leadership and your business. Catherine's techniques will expand your comfort zone by helping you to understand hidden communication signals and how to adopt conscious connection. Catherine's presentation style is positive, warm and insightful, and appeals to a wide variety of audiences and cultures.



" Our domino effect on others is massive, so we must be responsible to make sure our domino effect is a positive one. We need to understand we are in the service industry and if we serve well, our reputation and business grows and sales will follow "

Catherine holds a Masters in Neuro Linguistic Programming and is a Body Language master communicator and a qualified DISC presenter. She also holds qualifications in Business, Leadership & Management. Catherine has received many awards for her business management and training, including the Australian Institute of Management Award for Owner/Manager in Business Excellence.



Catherine engages audiences to be **conscious** in their **communication** style, and encourages the participants through interactive activities. She embraces a highly regarded reputation as a leader in the training industry and tailors her presentations in consultation to best suit your needs. Catherine brings **energy** and the **human element** to all her key-note speaking, and interactive workshops, sharing the key differences and similarities of all cultures.

Key Note Presentations

- ✓ Handshakes that sell - hack your meet and greet
- ✓ Mastering communication for leadership, sales and service
- ✓ Selling smarter in an international market
- ✓ First impressions, lasting results - customer service
- ✓ Enhance your cultural awareness in international communication

Workshops

- ✓ Service that sells (go the extra mile - customer service & sales)
- ✓ Body language boot camps (connect & communicate)
- ✓ Planning for peak performance (time management & professional development)
- ✓ Team cohesion (building a team & creating a fun learning environment)
- ✓ Conscious Communication Framework

International Delivery of Australian Nationally Recognised Qualifications (University Pathways)

- ✓ Diploma of Business
- ✓ Diploma of Leadership and Management
- ✓ Cert IV in Training & Assessing (Train the Trainer)
- ✓ Enquire for Hospitality and Retail



“As a keynote speaker, Ms Molloy delivered a well-received workshop themed “Enhance your Cultural Awareness in International Communication”, which has attracted up to 200 frontline translators and foreign affairs officers to our city. The workshop has taken audience on an engaging cross cultural journey.

I would therefore take this opportunity, on behalf of Xiamen Municipal Foreign and Overseas Chinese Affairs Office and Xiamen Translators Association, to extend to you my hearty appreciation for enabling such an outstanding trainer as Catherine Molloy to deliver the workshop for us.”

**Hong Chengzong : Director General of Xiamen Municipal Foreign and overseas Chinese Affairs Office
President of Xiamen Translators' Association**

"The benefit to me has been immediate. We are now implementing procedures learnt and the results show directly. Listening, negotiating, handling objections, closing, maintaining body and energy language are all part of what we are now employing in our everyday effort. It just works."

Peter Johnson:  **Director**

"We have all benefited from Cath's insight and experience and have had a fun learning process. We have taken what she has provided to our team across the world. Cath's training has now been implemented in UK and US the Pooch Mobile teams."

Christine Taylor:
Director



"When I came back from the conference I saw a big difference in my sales and win loss sheets for April & May: April I was at 36% – May I was 76%. I think this is great testament to you & the International course. Thanks so much for everything!"

Katrina Halliday:



"I would like to congratulate you on a fantastic event and experience...The course was extremely beneficial in helping to determine both our staffing arrangements for future direction and training as well as focusing on your clients objectives..."

Mark Lancaster: CEO

AtoZ mortgages
time for the right loan



"The time and experience you have contributed both in preparation for and delivery of this course was amazing! Every attendee loved the sessions. The training was professional, relevant, practical and fun."

Bridget Kraft: Director



"In my capacity as a consultant to the Australian Government, I have worked with Catherine on numerous labour market and skills projects. Catherine led the delivery of these projects with the highest professional and ethical standards, was results and solutions focused and successfully met all contract milestones and KPIs. Catherine is passionate about her business and importantly, about helping people to achieve their dreams and goals and improve their lives."

**Kris McCue: Director of Stones Throw Consulting
& Consultant to the Australian Government**