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Our interactive style is a toolbox of techniques, simply fantastic, fun and memorable ensuring synchronicity in the mind, body and spirit of a company.



*“Simone’s passion and enthusiasm delivering the courseware was **inspiring and motivating.**”*

*“Thank you for a very **informative session** with my team yesterday. Your personal touch to the day made it very enjoyable and at the same time gave us some real tips to improve our service.”*

*“Thank you Simone! Your knowledge, sense of humour and vast experience made this course **extremely interesting & relevant.** I’d attend ANY of your courses!”*

Nimue Voiceworks

Oak Consulting

A performance so unique that you carry it with you always! **Sound bytes can bite!** Words are wasted on ears turned deaf from unpleasant sounds. So what’s the key? Infusing our words with magic is really elemental.



This half-day workshop is about a vital communication component. Do your team’s voices convey competence and confidence? **Learn safe, easy, fast and effective practical techniques** that improve productivity in all voice interactions and enhances your customers’ perception.

Key Outcomes

Discover your unique voice and engage your listeners’ heart and mind.

- ▲ Understand the impact of your voice
- ▲ Learn how to effectively use your voice
- ▲ Discover the elements involved
- ▲ Learn practical techniques for making the most of your voice

Your Facilitator

For many years, Simone has worked in the service industry enabling business and cultural change in Government bodies, large corporates and other commercial enterprises. Through a variety of consulting, coaching, mentoring and training programs, Simone positively affects the lives of many people, individually and within the work environment. Change happens through the individual multiplied by the team, building a dynamic force. Simone creates the possibility for you to re-energise and inspire.

Simone is tertiary and industry qualified specialising in customer service, strategic planning and organisational development, change management and human resources as well as specific industry qualifications in IT, Contact Centres and Help Desk. This includes being a member of the HDI International Certification Standards Committee. In addition, she holds qualifications in various therapeutic techniques successfully incorporated into corporate environments.