

# Personal Impact & the WOW Factor

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**Want to be special?  
Stand out from the crowd?  
Make a positive impression?  
Increase your WOW Factor?!**

**We explore:**

- What makes a positive impression: what we mean by presence and objectives.
- How your voice and body language reveal your mood and state and how you can change how you come over.
- How to meet and greet others with confidence.
- How to build rapport: listening, observing, matching
- Find out how you and others tick & how this affects how we communicate
- How our moods affect how we come over
- How we accord 'status' or feelings of worth on others and on ourselves

And all the time asking ourselves 'Where is this relevant to how I do my job?' and 'How does this tie-in with the values of my organisation?'

**This vb TAPAS Lite Bite combines a fun activity with genuinely useful learning**

Primarily intended for Awaydays, Conference workshops and team-building occasions, we have adapted it for groups of twenty plus and for groups of as few as four.

Tailor-made for you and your organisation, it will be fashioned out of the above elements, picked for their relevance to you and your time and budget boundaries.

**Call us now to discuss how we can design your own Personal Impact & The WOW Factor**

*I can honestly say it was the most interesting, informative and fun event I have attended in a long time...showed us how to make a positive impact in our everyday lives with confidence. The session also taught us how we can positively affect others we meet to make them feel comfortable. I came away from this event with a spring in my step, feeling much better about myself and how to deal with everyday situations both in work and in my personal life.*

**Mhairi J Anderson, Media Officer, South Lanarkshire Council**

*I thoroughly enjoyed the course and have been using what I learned in everyday life and the workplace. I told my wife, she discussed this with the manager at her work and I believe they've booked a course with you as a result.*

**Craig Graham, Team Leader, Enterprise Content Management, National Australia Group**