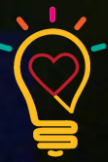


APMF 2018

EVERY BODY IS
A
CHIEF
DELIGHTING
OFFICER



Signature
keynote

CDO – Chief Delighting Officer

Convergence of digital and human delight transformation is the way to thrive in the digital era.

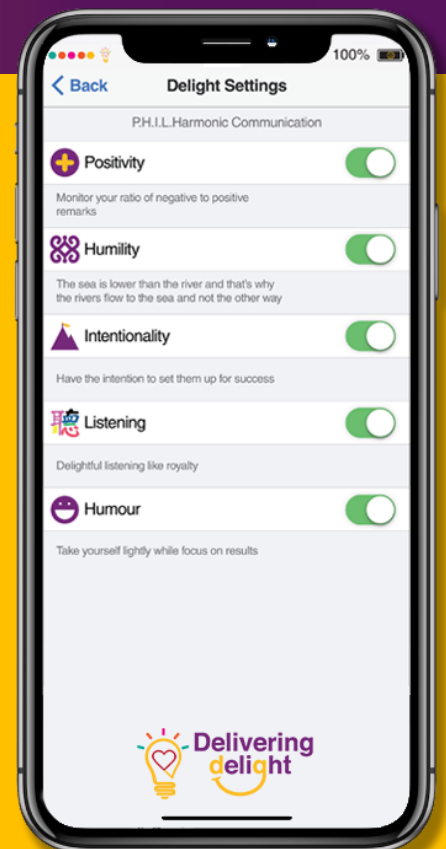
Igniting your inner delight, Avi sets the stage to help you unleash the hidden potential of your tribe, rewarding you with a supercharged team delivering higher energy, service, engagement and performance.

Bringing the joy of friendship and the best of humanity to your workplace and community has never been so powerful and intuitive.



What your audience will learn:

- ✔ How to move up the levels of delight to create a memorable experiences worth raving about.
- ✔ How developing a delightful workplace culture is one of the most effective ways to keep and attract best talent.
- ✔ How to identify and cultivate a delightful leadership credo that brings the best in others.
- ✔ How to celebrate small wins & Have fun while delivering results
- ✔ How to lead with values, purpose, joy and care.
- ✔ How to recognize and appreciate effectively.





DELIGHTED CLIENTS SAY

“Avi exceeded my expectations when he delivered his interactive keynote "Delivering Delight Across Cultures" during our annual event with more than a hundred top travel and procurement managers. We had received an overwhelming amount of positive thanks from participants who loved the talk. They shared that that his keynote talk was authentic, inspiring, motivating and delighting.

Ilker Basaran, Director, Turkish Airlines



“Recently I had opportunity to listen Avi at Delhi CIO event . Had Wonderful , very thought provoking experience. Almost all key takeaways were explained through superb story telling . Very impactful and truly delighted

Rajendra Deshpande, Intelenet Global Services



“We worked with Avi and his team for a period of 6 months. The leadership team at Marina Bay Sands had a great time participating in his workshops and took back several learnings that were implemented in their Operations. The hotel moved from approx. 140 rank on TripAdvisor to 36 in the 12 months. No better proof that happy employees mean happy customers!

Jay Thyagarajan, Executive Director Strategy, Planning, Productivity and Service Quality, Marina Bay Sands



“I'd engaged Avi to design and conduct a leadership workshop for my AP Marketing team, and the results were great! Avi was able to design a very creative program with strong messages in line with our business priorities. He brings an infectious energy to the workshop, with creative ideas, executions and a healthy dose of humor. Team really enjoyed the session and gave very positive feedback! Everyone walked away feeling very energized and engaged.

Howie H S Lau, (former CMO Lenovo and Starhub), current CDO IMDA



“Avi has a gift in ensuring companies enjoy every single learning process. He installed an atmosphere in our team that brought us to great success. Even sharing a coffee with Avi is a pleasure.

Augusto Muench, President of Region South America for Boehringer Ingelheim



“We were delighted to have Avi deliver his unique style of edutainment at our conference, Contact Centres Asia. He got the entire audience laughing, learning and even dancing! His presentation was one of the major talking points of the event and approximately 90% of the attendees' feedback listed Avi as one of their favorite speakers from the event.

Richard Pain, Content Strategist & Digital Content Editor, IQPC



“There's a reason that Avi Liran is one of the highest rated speakers in Asia. He is entertaining, interactive with audience and highly informative. His thesis about the power of asking and finding joy and happiness at work and in life should resonate with every attendee and everyone, everywhere. His energy and enthusiasm is infectious and I highly recommend.

Elliot Clark, CEO & Chairman at SharedXpertise, HRO and CR International Conference



“We had the pleasure of having Avi as a keynote speaker at itSMF Annual Conference. Avi enthralled the participants with his wit, knowledge and experience. The hall was simply exploding with energy as participants danced and played at the activities. And then you realize that you cannot just learn enough from Avi because he has so much to offer. Above all, what I really appreciate about Avi is his emphasis on the congruence between our inner and outer worlds – hallmark of a great leader and mentor!

Rahid, Mohiuddin, Manager application Services APac, Data & Analytics at Johnson & Johnson



AVI LIRAN

(CSP)

*TEDx/IDEASx speaker, Avi Liran
(Economist, MBA)*

is on a mission to delight the world;
one person, one workplace at a time.

Avi is the creator and designer of the
edutainment concepts of "Delivering Delight"
and "Leading with Values & Purpose" and "Joy-
Care Leadership". He has been researching the
topic of effective appreciation since 2006.

He believes that everyone is a "Chief Delighting Officer."

All it takes is to develop Awareness, cultivate Attitude and taking conscious Actions.

His interactive talks and experiential programs focus on Positive Leadership, Values and Purpose to cultivate a Delightful Organisational Culture (DOC). Avi helps leaders and managers transform their culture to create a Delightful Employee Experience (DEX) that empowers employees to deliver a Delightful Customer Experience (DCX).

Avi has shared his thought-provoking, inspiring, content-rich, interactive, entertaining and always delightful presentations to delighted audiences across in 16 countries (so far) in Asia-Pacific, Europe and the Middle East (including presentations in Australia, Bhutan, China, Estonia, France, Hong Kong, Indonesia, Israel, Malaysia, The Netherlands, Philippines, Singapore, Spain, Switzerland, Thailand and Turkey)

Avi's practical approach leverages on his diverse international experience in leadership and management positions in the corporate and the public sectors. He was a VP of marketing in two ICT companies. As a diplomat (Economic, Trade and Tourism Attaché for Southeast Asia) he initiated and negotiated formation of two bi-lateral R&D and VC funds. He worked with Singapore Telcom to invest in the first 9 startup companies.

With a delighted client list, including Dell-EMC, Lenovo, Credit Suisse, Marriott, MBS, Visa, UOB Bank, Turkish Airlines and many other top organisations, you are set for a delightful and transformational learning experience.



Avi is certified as consultant and trainer of:

- ✓ Appreciative Inquiry by Dr. David Cooperrider – Case Western Reserve University
- ✓ Value of Values programmes and game by Dr. Dolan – ESADE Business School
- ✓ Barrett Values Centre Certified Cultural Assessment & Transformation.
- ✓ Train The Trainer by Dr. Thiagi
- ✓ Basketball youth coach – Wingate Institute for Physical Education and Sports



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