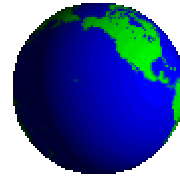


BIOGRAPHICAL DETAILS



ROBYN HENDERSON

Global Networking Specialist



2000

- Nevin Award, National Speakers Association of Australia. This is awarded annually to the member whose accomplishments reflect outstanding credit, respect, honour and admiration of NSAA and the entire speaking profession. Robyn is only the 3rd woman in Australia to receive the award.

1999

- Certified Speaking Professional Member, National Speakers Association of Australia.

1997

- Speaker Award, National Speakers Association of Australia
- Listed in 'Top 50 Successful Australian Business Women Hall of Fame', Australian Businesswomen's Network.

1995

- Winning Women Award, Zonta Club of Hobart

1994

- Listed in 'Top 100 Spirited Women of Australia', New Woman Magazine

Books published

- Are You the VIP in Your Life?
- Networking for \$uccess
- How To Master Networking
- Be Seen, Get Known, Move Ahead – Beginners Guide to Self Promotion
- Networking Magic - 366 Hot Networking Tips

ROBYN HENDERSON

GLOBAL NETWORKING SPECIALIST

FEE SCHEDULE

Effective 1/12/01

These presentations are specifically tailored for conferences (both public and internal), industry group seminars, product launches, in-house training sessions for staff, sales meetings, etc. Follow up meetings are provided as part of the fee for half and full day sessions (travel expenses to be covered by the client if outside Sydney metropolitan area).

Keynote Presentation: 45 - 60 minutes	\$4,500
Half Day:	\$5,000
Full Day:	\$5,500

All fees quoted plus 10% gst

YOUR INVESTMENT INCLUDES:

*

* Client's choice of up to \$500 (retail) worth of RH products - books, audio tapes, CDs and video. These products can be used for giveaways during Robyn's presentation, lucky door prizes or the company library

- Post event email/fax networking support
- Regular networking ezines and articles
- Invitations to networking events
- Quality handouts-articles, newsletters

Interstate and international engagements include corporate fee plus business class air travel, accommodation and expenses.

An original of the workbook is provided for duplication for the attendees for half and full day sessions.

Participants will be offered a range of business building products for purchase at the conclusion of the presentation.

Money back guarantee if not totally satisfied with all presentations.

www.robynhenderson.com

HOW TO MASTER NETWORKING

Module 1: Networking overview

What is networking?
How and why does it work?
The use of business cards
Simple systems for keeping track of business cards
Tips on remembering names/personal information
Time efficient follow up tips
Understanding how to lock out the competition

Module 2 & 3: Fear Free Functions

Networking effectively at functions
 - both internal & external
Conversation starters
How to make "small talk"
Identifying spheres of influence
Being remembered positively by spheres of influence
Hot topics for conversations
Do and don'ts at functions
Turning business cards into business
How to juggle food, drinks, business cards
 and hand shaking
Confidence boosters, when you are having a bad day

Module 4: Client retention

Select innovative ways of acknowledging client loyalty
The importance of client retention
Generating referrals from current clients
Keeping in touch without being pushy
The power of recognition
Cross networking within an organisation
The benefits of internal networking
Power of hand written notes
Trends for "elephant secretaries"

Module 5: Networking externally with potential clients

- Expanding your networking within your community
- Identifying key players within organisations
- The power of relationship building
- Keeping in touch with past graduates
- Tapping into the job market

Module 6: Internal Networking

- Work smarter/not harder
- Preventing reinventing the wheel from team to team
- Power of recognition with support staff
- Benefits of cross marketing other services
- Power of brainstorming
- Cross networking clients

Module 7: Goal Setting

- Linking your goal setting with your networking
- The power of written goals
- 5 minutes per day healthy habit with dramatic results
- Identifying goals in seven areas of your life
- Improved on the job performance with goal setting

Outline of full day program 7 modules. Alternately, you can select what you want included to suit your timeframe.

Introduction for Robyn Henderson



Our speaker today is regarded as a Global Networking Specialist. She has authored 5 books (including 3 on networking and business building) as well as being a contributing author in the American Best Seller Masters of Networking.

Robyn's has spoken in 10 countries, presents over 150 times each year and has never advertised. All her work comes from networking and referrals.

Her career includes over 9 years as a professional speaker, 10 years in sales and telemarketing management and 13 years in hospitality. Robyn also successfully ran women's networks for 6 years and was listed in the Businesswomen's Hall of Fame (1997) and listed in the Top 100 Spirited Women of Australia (New Woman Magazine).

Robyn was presented with the 1997 Speaker award from the National Speakers Association of Australia in November 1997 for her contribution to the speaking industry and is a CSP - Certified Speaking Professional with NSAA.

This accreditation is shared by only 11 women in Australia and 106 women globally.

More recently, Robyn received the prestigious 2000 Nevin Award. This award is given annually to a member of NSAA whose accomplishments reflect outstanding credit, respect, honour and admiration of the entire speaking profession.

Please help me to welcome Robyn Henderson.

WHAT PEOPLE SAY ABOUT ROBYN HENDERSON'S PRESENTATIONS

"You had a hard crowd of professionals who, unfortunately, enjoyed themselves a little too much the night before. It was a credit to your teaching ability that you were able to capture everybody's interest, but more importantly, give them some solid income producing ideas to take away with them. Thank you once again and good luck (as though you need it) for the fast approaching new financial year".

Executive General Manager
L.J. HOOKER

"You may like to know that your presentation was rated 100% "Excellent" and "Very Good" on the evaluation forms. The informal feedback has all been "Excellent", too. The Committee is delighted with the result and on their behalf, I thank you most sincerely for your presentation".

Chairman - AIM Small Business Group

"Congratulations on your presentation to this mornings Business Success Breakfast. I have copied your article 'The Surefire Way to General Referrals' to our Brisbane staff. We were pleased to assist in sponsoring your presentation and I hope some good business comes out of it for you".

Director
KPMG

"Just a short note to thank you for attending and speaking at our Brisbane Central Luncheon at the Brisbane Parkroyal. The event was enjoyed by all those in attendance and provided a wonderful opportunity for the promotion of your latest book 'Be Seen, Get Known, Move Ahead'. I have had nothing but positive feedback on your presentation and what an excellent speaker you are".

Founder and Managing Director
Women's Network Australia

"Congratulations on your fabulous forthcoming book and a great new seminar topic!!

I take this opportunity on behalf of the participants at last night's ***Be Seen, Get Known, Move Ahead Seminar*** at the Adelaide Town Hall to thank you for assisting us to focus on our futures and sharing valuable ideas for self promotion. Attendees who have seen you speak on previous occasions indicated they feel your work is getting better and better and commented that the subject matter is the perfect fit for you".

South Australian EMPLOYERS' CHAMBER of Commerce & Industry Inc

"Robyn worked with me prior to the event - WOMEN'S HEALTH AND HUNGER IN 21ST CENTURY AUSTRALIA - to co-ordinate the day's proceedings. We were able to attract 10 major women's health experts to our forum to speak about subjects ranging from psychology, health data and exercise, to consumer advertising and fashion. Due much to Robyn's professionalism and enthusiasm our event was a huge success, attracting much media interest. Robyn's work continued after the event, when she acted as a media spokesperson for Gloria Marshall and the forum group. She recorded interviews with numerous radio stations, including ABC Morning Report, and a live television interview on the Today Show, Channel 9. I look forward to working with Robyn again at the next opportunity".

*Public Relations Director
Dream Run Communications*

"I am sure that everybody went away on the evening with some new tips on how to master networking and hopefully this might lead to some other business opportunities for you. Rest assured we have now made the contact and hopefully we might be able to find the opportunity to be in touch again in the foreseeable future".

*Managing Director
Inbound Tourism Organisation of Australia Limited (ITOA)*

"On behalf of the AAAA I am writing to express our appreciation for your very important contribution to the success of the 1997 International Conference. Your address was most relevant to the topic and thoughtfully presented. Many complimentary comments were received from delegates in relation to your Plenary Session. May I add my congratulations and sincere thanks for the time and effort you spent in attending the Conference, your willing cooperation, your enthusiasm and your very professional presentation".

*Executive Director
Australian Automotive Aftermarket Association Ltd*

"You certainly made a great impression on *The NSW Professionals* with your presentation in May this year. Many of the attendees at the workshop commented not only on the valuable information you armed them with but on the most pleasing and entertaining manner of your presentation. Great to see that you have a new book coming out it's sure to be a success".

*Membership Services
The Professional State Office*

"I am writing to thank you for your participation at the 1997 TAFE NSW Training Consultants Conference. Your time and effort was much appreciated and your contribution certainly helped to make the conference a success. The feedback that we have received from attendees has been both positive and encouraging for future conferences".

*Manager Business Development
Marketing Services
TAFE NSW*

"We thought it important to take the time out to sincerely thank you for your contribution to the Mortgage Choice 1998 Annual Conference. Your professionalism and ability to keep everyone entertained while providing useful information was impressive, and certainly helped ensure our conference was the tremendous success we had envisaged".

*Managing Director
Mortgage Choice*

"On behalf of the Personal Empowerment Network and the Australian Institute of Management, I would like to thank you for your time as a guest speaker at the *Fear Free Function* meeting on Tuesday, 7 April 1998. We received excellent feedback from the audience on the night who are no doubt out there doing some very successful networking at this very moment".

*Manager, Membership Services
Australian Institute of Management (AIM)*

"Your participation at Women's Information Days has been of great value to all those who were able to attend and this has shown by the consistently high valuations rated at 98% overall between good to excellent you achieved. Enjoy the new step on the stair Robyn and keep in touch".

Central Co-ordinating Committee of Spokeswomen

"As usual, your presentation was not only enjoyable, it was also very relevant, and encouraged each of us to think very deeply about our goals and dreams. I have had very favourable feedback from all or our members".

*President
BPW Parramatta & the Greater West Inc.*

"Thank you for giving us your time and sharing your knowledge with the Circular Head WISE Women. We received some very positive comments after the meeting. The warm feelings you gave out, helped make my first meeting as coordinator a wonderful success. I'm really enjoying listening to your tapes as I drive to and from work".

*WISE Coordinator
Women Into Self Employment*

"Robyn is an excellent presenter and facilitator. Robyn does a lot of initial groundwork to understand her audience and her ability to gauge their needs is testimony to the success of the session and the tools that people take away with them to put to immediate use".

*GIS Administration Manager
Mercantile Mutual*

"Thank you for conducting the recent workshops on ***"Networking for Success - Gaining the Competitive Edge"*** for the Civil Service College, Singapore. Many of the participants who attended the workshops have commented that the sessions were extremely interesting. They found the many tips that you shared, practical and useful in helping them build on their networking and relationship skills. They would be putting them into practise to build up their own networks".

*Senior Manager
Institute of Public Administration and Management
CIVIL SERVICE COLLEGE*

"Just a brief note to communicate how thoroughly enjoyable your recent presentation was in respect of "Networking To Win". Without a doubt each and every attendee has been able to walk away with a greater understanding of the principles of networking and indeed are already showing signs of putting these new skills into practice. In my opinion you pitched your presentation at an understandable level for all and indeed the humour injected into this made it all the more enjoyable".

*State Sales Manager
Legal & General - Tasmania*

"The feedback about the overall luncheon was extremely positive as indicated by the surveys collected on the day. The techniques and advice on successful networking with integrity and building a customer base for doing business, together with the simple strategies and skills that you outlined will enable Kingston Business Women to achieve and reach their full potential".

*Business Development, Commercial Centres & Tourism
City of Kingston*

"We all found your talk stimulating and motivating and we look forward to being able to extend our group to a much wider network each time we meet".

NSW DEPARTMENT OF PUBLIC WORKS AND SERVICES

"We were very impressed with the way you held everyone's attention throughout the duration of the breakfast with your ideas and motivation skills. We have had tremendous feedback since the breakfast, I am sure you have won new business - as well as people's hearts!"

*Assistant to the Deputy General Manager - NSW
American Chamber of Commerce in Australia*

"We have had very positive feedback from your presentation with many ladies disappointed at the limited time frame. We all found your concepts enlightening and thought provoking".

*Human Resources Consultant
Ernst & Young*

"Robyn is a very busy person and in great demand internationally and the reason we have used her on three occasions over the last two years is we are convinced that she has made a difference. It is not that the message she conveys is complicated or difficult to learn, but the way in which Robyn is able to present recipes for networking success has meant that without exception all Managers who have attended the course, some I might add long in the tooth and what one might describe as cynical, have got at least something out of the course and have all commented with enthusiasm on the benefits to them in assisting with networking activities".

*Regional Manager - Otago/Southland
WestpacTrust*

"I'm sure all delegates who attended this one day seminar found it to be of excellent value, very practical, full of very good and useful ideas.

*Special Events Manager
Australian Institute of Banking and Finance Inc.*