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Message from Maria ...

Hi everyone

What an amazing month May was for us!

Firstly, our new [website](#) went live. By the way, we'd love your [feedback](#) about the new site.

Our very own Dale Rees-Bevan competed at the NSW/ACT Championships in Public Speaking. Dale made it through the various levels of competition to reach the finals. Congratulations Dale on a tremendous achievement!

In association with the Parramatta College we also co-hosted the **Growing Our Community and Help Fight Cancer Morning Tea** as part of the Australia's Biggest Morning Tea. **Thank you** to everyone who came along to support such a worthy cause!

Our newsletters will become a monthly event so please [let us know](#) if there is anything in particular that you'd like covered.

Happy reading,
Maria

Finalist in NSW/ACT Public Speaking Championships!



Our very own **Dale Rees-Bevan** was a finalist in the NSW/ACT Public Speaking Championships that were recently held in Sydney.

Dale was the only female in a competitive field of eight finalists and placed third overall. ***Congratulations Dale!***

Here Dale shares her reflections on the experience.

Competing in the NSW/ACT finals was an exhilarating experience. Being placed and receiving the honour of being deemed one of the top speakers in these states certainly validates one's status as a speaker.

In the afterglow of the exciting experience I had some reflections on the difference between competition speaking and speaking and training in the real world.

As a professional speaker, you are aiming to deliver your best and deliver your message. In your professional capacity, the pressure is to perform to your client's expectations.

In a competition, you are aiming to be the best speaker.

As a competitor, you are trying to catch your audience's attention as the 'standout'.

As a competitor, my headspace was very much occupied with '*How can I distinguish myself as a speaker?*' and there is a real concern that the message might drop in priority. I was therefore gratified and relieved when an audience member afterwards told me how inspired she was and how my words had touched her. Isn't this what speaking is meant to be about - having influence and credibility?

While competitions are a wonderful way of making sure we challenge ourselves to deliver well and grow as speakers, I hope we never lose sight of the real goal of speaking: to communicate our message well.

Having said that, I intend to go on competing, as I believe this is what pushes my boundaries and challenges my ability as a speaker - so that I can be the best that I can be for my clients.

Australia's Biggest Morning Tea

What a fabulous morning we had on 27 May!

Infinite Growth in association with the **Parramatta College** hosted the **Grow Our Community and Help Fight Cancer** morning tea.

Thank you to everyone who came along to support our morning tea!

Visit our **Events** page for an update of the amount that we raised and photos from the morning.



What are your customers saying about you?

I was recently at the hairdressers and enjoyed listening to the various discussions around me. Nowhere else do you find out valuable information about products and services ... all for the price of a haircut.

I'm always fascinated how a group of strangers can come together and speak in detail about their experiences with businesses both small and large. That day I walked away knowing I'd gotten value for money - a haircut plus market research!

So here are my **four key learnings** from my time sitting in a chair ... and just listening:



- Your customers want to know what you can do not what you can't do for them.
- Your customers expect you to keep your word.
- Add value to your customers' experience - in turn they'll become your raving fans!
- Provide after sales service - after the purchase of your product or service ensure that you still look after your customers. They need to feel that you value them.

If these four key learnings are followed your customers will more likely give you return business and refer you to others.

Ask anyone about a customer service experience and they can usually recount in detail a bad experience. Sitting there that day reinforced that. We were all strangers and yet these people were keen to share their experiences.

If they're willing to share these experiences with total strangers then how many other people have they told?

Are you meeting those four key learnings? What are *your* customers saying about your services and products?

About Infinite Growth



Infinite Growth is a boutique company that offers a personalised service to its clients.

We offer a range of professional development services in the areas of communication and presentation skills to assist individuals and organisations to achieve their goals.

Contact us for information on how we can help you.

W: www.infinitegrowth.com.au | E: info@infinitegrowth.com.au
T: +61 (0)2 9687 7084

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