

NEW! Skin Care Range – *TOTALLY NATURAL AROMATHERAPY BASED PRODUCTS*

- **Face Cleanser Foaming:** A mild, low foaming gel that contains certified organic Bilberry extract and rose otto hydrosol.
- **Rosewater Spritzer:** Nourishing, soothing and hydrating to the skin.
- **Face Moisturiser:** A medium emulsion containing natural vitamin E, certified organic rosehip.
- **Eye Cream:** A fine emulsion containing natural vitamin E and certified organic rosehip.
- **Face and Body Scrub:** A luxurious rich and creamy scrub containing extra fine walnut shell to exfoliate and clean the skin.

NEW! Business & Social Etiquette Book

“The corporate world has a problem.... One that no-one appears to mention. Etiquette.”

A fascinating publication by Lizzie Wagner & Ralph Bain to assist with both business and social etiquette. Modern manners in the corporate world!

Corporate Training

A first impression is a lasting impression

Professional image and immaculate grooming are essential parts of personal development and presentation.

Since 1984, the Lizzie Wagner Academy has developed and delivered comprehensive corporate and lifestyle training programs in Grooming, Deportment, Presentation, Etiquette, Life Skills, Self Esteem and Confidence Development and Image.

Participants at all levels benefit from taking part in our programs, whether group training or private one-on-one coaching.

Be the best you can be

Look good, feel fantastic and boost your confidence and Self esteem.

The Lizzie Wagner Academy works with politicians, TV stars, models, pop stars, athletes, CEOs and the everyday individual to help create or recreate the appropriate marketable image.

Increasingly, corporations are recognising the importance of impeccable staff presentation and high staff morale.

Participants greatly enjoy our innovative and practical programs, enhancing their image, confidence, motivation and presentation.

Group or individual training

We're flexible in our approach and are happy to design a package specifically to your requirements - from a one hour seminar to ongoing weekly training - on any topic.

We will tailor classes and programs to meet your specific needs and budget.

Private one-on-one tuition is also available with the Academy's founder and Australia's leading "life & style" counsellor, Lizzie Wagner.

Lizzie will help you discover and nurture your unique image identity and presence to maximise your personal and professional power.

The relationship with your coach is confidential, discreet and on your terms. Coaching can be conducted face to face or over the phone, at your place or ours, on an hourly or daily basis.

Private tuition and image consulting services include -

- * Personal power
- * Styling & makeovers
- * Image analysis
- * Wardrobe consultation and audit
- * personalised shopping



More than just face value

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Our clients

Since the establishment of the Lizzie Wagner Academy in 1984, we've trained thousands of individual students as well as staff for major corporations including Hyatt Hotels, the Australian Taxation Office and McDonald's.

The Academy has set up schools in city and regional areas of Australia and travelled internationally with the Finishing School and Event Management Company. We've provided training for the ACT Academy of Sport and the Australian Institute of Sport for 12 years.

We also helped write an image and grooming training manual for the 2000 Olympics on behalf of the Australian Sports Commission.

Other clients include -

- * Australian Institute of Company Directors
- * Australian Information Industries Association
- * Australian Government Solicitors
- * Australian College of Anaesthetists
- * National Rural Health Alliance
- * Royal Australian Navy Cadets
- * Department of Education

Topics

We draw on a large pool of talented actors, trainers, speakers and writers to help with your training needs in -

- * **IMAGE AND STYLE** (grooming, deportment, presentation, wardrobe, hair, skin, manicure and pedicure, products, makeup etc)
- * **ETIQUETTE** (business and social phone, written, person-to-person - Western and Eastern - social graces, dining)
- * **COMMUNICATION** (networking skills, negotiation, assertiveness, public speaking, verbal and nonverbal human relations voice, handshakes, posture, eye contact)
- * **MOTIVATION** (attitudes, self-motivation, self-esteem, self-confidence, positive thinking)
- * **CAREER SKILLS** (goal setting, interview techniques, leadership, media liaison, performance management, business planning, client liaison, negotiation, customer service, protocol, time management)

Course Components

The main objective of the corporate training program is to equip participants with a basic yet practical knowledge of corporate grooming, deportment, body language, business and social etiquette, as well as to encourage positive thinking and self-motivation.

Choose from components including -

Introduction and Product Knowledge

This component introduces the concept of the total image and how to create it. It provides an introduction to the program while establishing why we need good grooming and presentation skills. It outlines the impact you create in the first seven seconds of an introduction. We also address delicate issues about personal hygiene. Various products are discussed with reference to the latest pharmaceutical products and toiletries.

Deportment

Gain an understanding of body alignment, posture for health and safety and body language. Cover concepts such as: networking, the correct way to enter a room, how to sit, stand, walk and present, general physical posture, posture for corporate and social wear presentation, and posture and presentation for the work place and for the public profile with a focus on business and private presentation.

Speech and Presentation

This session addresses the correct way to speak. Students are taught speech exercises, voice projection, speech etiquette, smiling with your voice, using your voice for public speaking and how to deliver a speech. (Speech and Presentation Skills can include working with a video camera.) Your speech represents you and your organisation. In speech etiquette we address topics such as the appropriate things to say when and where, client/customer negotiation skills and handling aggressive guests.

Etiquette

Session topics include business and social etiquette including table manners, networking, telephone etiquette, guest and coworker etiquette, general courtesy and pleasant behaviour, and attentiveness to guest and client needs.

Hair Care and Styling

Learn how to care for and style your hair, with correct techniques for washing and new and easy ways to change hairstyles. This includes easy-care techniques and adopting appropriate hairstyles for the busy executive, hair maintenance and styling for the social occasion, and appropriate styling for work and in uniform.

Skin care

This session provides an overview of the correct procedures for cleansing, toning and moisturising, shaving techniques for men, all-over skin care and achieving the well-groomed look.

Manicure and Pedicure

Hands are a great signal of how you care for yourself. A well-groomed look requires tidy and well-kept nails on both hands and feet. For those constantly on their feet, we teach techniques to care for feet and make life on our feet a little more pleasant.

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Attitudes and Human Relations

This component encompasses a vast range of crucial aspects of inner personal development such as: goal setting, building confidence, improving communication, achieving a greater understanding and treatment of ourselves and others, improving attitudes towards self, enhancing positive thinking and self-motivation, and techniques for relaxation.

Wardrobing

This session focuses on general appearance in professional, daytime and after-five wear and corporate code uniform. We address: correct coordination and accessorising, general wardrobe coordination and maintenance, how to shop, how to style, purchasing and wearing underwear for comfort and personal hygiene, garment care, the correct suiting fabrics to wear for easy maintenance and professional presentation, how to wear the corporate uniform correctly, skirt length, tie length, jewellery, colours and generally appropriate dressing. We teach you how to clean up your current wardrobe and recognise the styles that suit you.

Career Interview Techniques and Presentation

This covers how to go for a job interview, being dynamic, how to get what you are going for, how to organise a CV, how to dress appropriately and interview techniques.

The Total Image - Creating a marketable image.

Negotiation Skills - Learning the art of successful communication and negotiation skills.

Customer Service - The skills required for excellent customer service. Handling difficult customers and complaints. Open and closed questions.

Telephone Techniques - The art of using the telephone. Telephone etiquette - personally and professionally.

Email/Internet Techniques - Netiquette - proper emailing techniques and appropriate use of spelling, grammar and punctuation.

Protocol - Appropriate behaviour in personal and professional situations including: hand shaking, meeting and greeting, networking, and appropriate behaviour at different events and occasions.

Testimonials

"We fully appreciate the time and effort you made in assisting our people to grow by providing an informative, enjoyable and interactive training session."

Geanine Powles, Corporate Express Australia

"Both the content of the courses, and Lizzie and her team's style of presentation, has been affirming and confidence building for the students. Even students with severely low self-esteem, who were reluctant to participate, have been drawn out and engaged by Lizzie and her team's nonthreatening and accepting manner."

Robyn Stellar, Department of Education and Training

"Lizzie's professionalism and expertise extends far beyond assisting people with their outer appearance; she works from the inside out...Lizzie's module has greatly contributed to the success of this program. The evaluations continually rate her module as one of the one's most benefited from."

Rose Callaghan, Staff Development Unit, Australian National University

"When the pupil is ready; the teacher will appear. I was ready and I'm glad it's Lizzie who appeared."

Justin Cornock, Lennox Motors

"To put her talents succinctly, she's brilliant."

Andrew Antonas, Marketing Manager, Woden Plaza

"I would like to take this opportunity to congratulate the Lizzie Wagner Academy for demonstrating such high quality in training professionalism."

WR Morris, The Smith Family

"On behalf of every participant at the seminar, we appreciate your professionalism."

Jennifer Barnett, Meeting Industry Australia

"During my 8.5 years in this industry, I have never before encountered the professionalism and dedication displayed by Lizzie Wagner and her team."

Anne Williamson, Canberra Centre

"Lizzie possesses a unique capacity to win over clients with her enthusiasm."

Elizabeth Stewart, former Executive Director, Canberra Visitor and Convention Bureau

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About Lizzie Wagner

Lizzie Wagner has over 25 years experience as a trainer, events manager and promotions manager/presenter in both the fashion and television industries. She has trained thousands of individuals and corporations in image and presentation; not only for models, actors, politicians, TV and sporting celebrities and CEO's but also those individuals who just want to feel good and look great.



She was a finalist in both the Telstra Business Women's Awards and Lifetime Achievement award in Business. Lizzie launched her first of a series of books, skincare and hair care products in 2009 and is a much sort after national and international speaker.

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