




 [home page](#)

Leverage Your Investment In Your People to Maximise Your Profits


"Inspirational - both within the firm and in dealing with clients."
Don Knight, Partner, KPMG


Specialising in events and programs for the business sector:

- financial planners
- mortgage brokers
- insurance professionals
- accountants
- lawyers, and
- other professional service providers





Conference Speaker
An engaging, entertaining speaker to energise your delegates and ...

 [more](#)




Seminars & Workshops
Interactive programs with practical skills to use instantly.

 [more](#)



Lunch with Sue-maree
For people in business: Lose weight without sacrificing taste!

 [more](#)

As a Chartered Accountant, Sue-maree knows that bottom-line profits make or break a business.

As a communication expert, she also knows that the biggest factor influencing the bottom line isn't found in a balance sheet, a P&L, or an annual report. It's in the people, and it's in how they communicate - with colleagues, clients, and team members.

Businesses don't buy from businesses - people buy from people.

Departments don't deal with departments - people deal with people.

Managers don't manage teams - people work with people.

Clients don't trust firms - people trust people.

Help your people communicate more effectively, with less stress and less frustration - even in the

most difficult communication situations.

Companies that communicate effectively have a 20% higher market premium, have more engaged employees, and are 20% more likely to report lower turnover rates (2005/2006 Watson Wyatt Communication ROI Study™).

So if you'd like to grow your business, reduce turnover, and make a positive impact to your bottom line, talk to Sue-maree.

***"2005 Dealership of the Year Australia
2005 Dealership of the Year Queensland
2005 Sales Manager of the Year
2005 Sales Consultant of the Year
Thanks Sue-maree. We couldn't have done it without you."
Tony Doulman, Sales Manager
Mercedes-Benz
Grand Motors Prestige
Gold Coast, Australia

"Brilliant, charming, funny"
Jim McEnearney, Sue-maree's Dad***

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- How can I eat healthily on holidays when I feel like "letting go"?
- How can I stop my after-dinner snacking?
- Is it possible to eat too much fruit and veggies?
- How can I order at restaurants without letting everyone know I'm on a diet?

Fortunately, there **is** a solution!

How do I know? Because I've been living that solution all my life.

You see, I know what it means to live a busy lifestyle. I'm a full-time professional speaker, which means I have to juggle work, travel, hotel food, airline catering and conference dinners! In 2004, I did over 180 presentations - so I know what it's like to be busy!

I'm not a nutritionist or dietitian, but I have learned from the best. And I've realised something very important ... The key to healthy eating is all in the mind!

It's about making decisions.

It's about keeping commitments.

It's about choosing differently.

Even when I was at my busiest, I still remained slim and healthy.

Now I'm going to share these lessons with you ...

Eight times a year, I'm going to host a lunch at one of the Gold Coast's many fine restaurants. Numbers are strictly limited to 10 people.

During lunch, I'll teach you how to make better eating choices so that you remain healthy and don't put on weight ... all while eating **tasty** food.

Here's what one of my clients says:

"Thanks to you, I'm eating tastier food than ever before, and I know it's healthier as well. What's more, even though I'm eating out a lot, I've lost 6 kilos in 6 weeks by following your Happy Body plan. Thanks, Sue-maree!"
 --- Gihan Perera

Imagine having a simple checklist of all the things you have to do ... how to choose from a menu, what to eat, how much to order, how to deal with peer pressure, how to shop for healthy food ... and more.

And can you imagine how great you'll feel when it all comes together, and you notice that you're now eating tasty food that's good for you as well?

How does it work?

Your investment for each lunch is \$100, which includes a two-course meal and coffee. I'll be your host, and I'll teach you how to order well from the menu.

It's also a fabulous networking opportunity for you to share lunch with like-minded people.

It's risk-free to you!

Now, in case you have any lingering doubts whatsoever, I want to make it foolproof and completely risk-free for you. You see, I completely guarantee your success.

Here's my 100% Money-Back Guarantee:

If, at the end of the meal, you're not completely satisfied that you have learned something new and got full value for money, just tell me and I'll refund your money on the spot!

That's right! The worst that can happen is that you'll enjoy a tasty meal at a nice restaurant with pleasant company!

Okay? So you really can't lose (Except those excess kilos)!

Why am I taking all the risk by making this guarantee? Because **I** know the program works - I'm living proof of it. But you don't. So I'm willing to take the risk until you believe it yourself.

That's about as fair as it gets, don't you agree?

How do you book?

Contact me (see details at the bottom of the page), and I'll book a place for you. Have your credit card handy, so I can take the details and confirm your reservation.

Wishing you happiness,

Sue-maree

P.S. Remember, numbers are limited, so book now!

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Sue-maree 

where's your h-spot?



Communication Skills Consulting

The Communication Skills Consulting package is a 90-day program to help you to manage, resolve and prevent stressful and difficult communication situations in your professional life.

Who is it for?

This package is ideal for you if you consistently find yourself in difficult and stressful situations at work - for instance:

- You're a manager who inherited a team that isn't working well together;
- You're a team member who has a difficult manager;
- You deal with difficult clients who have unrealistic expectations and make unreasonable demands of you and your staff;
- You work with colleagues who put you down in order to get ahead;
- You face subtle discrimination from colleagues, clients or employers because of your sex, race, age, education or other perceived difference.

What's in it for you?

This consulting package will give you the new tools you need to manage, resolve and prevent these stressful situations:

- First, you will learn how to **manage** the existing situation so you get immediate relief from the stress;
- Then, I'll show you how to **resolve** the situation so that the stressful situation no longer exists;
- Finally, we look at ways to **prevent** this situation occurring again in your future.

You'll be amazed how quickly and easily the communication skills you learn can fix the problems you're having right now. These skills have been designed to make sure you resolve the stressful situations in the shortest time possible.

What's in the package?

This is a consulting service with a range of touch points. I'll explain the key features here ...

Preliminary assessment

You first complete a simple on-line survey to assess your current situation and define clear objectives for your desired outcome. This only takes about half an hour, but that

alone can give you insight and clarity into the solution.

A half-hour telephone consulting session

We then spend time on the telephone discussing your situation, and I will teach you simple, practical communication skills to address your stressful situations.

At the end of this session, you'll have an action plan for the next 90 days, addressing the most important communication situations you'll deal with during that time.

Telephone and e-mail coaching over the next 90 days

You will find that some of the skills are unfamiliar, and can produce unexpected results, especially when dealing with long-term stressful situations. That's why it's essential to have access to me over the next 90 days, by phone or e-mail.

You can use this to review a skill you've used in practice, or to ask for advice **before** going in to a situation that you know has caused stress in the past.

A half-hour follow-up telephone call within 90 days

This allows us to review your progress and refine it as required. At this time, I'll give you an action plan for the **next** 90 days as well, so you reinforce the learning and continue to develop your skills.

Is this right for you?

To get maximum value from this package, you do have to make a **decision** to change. It's easy to say that other people are at fault in your stressful situations - and you may well be right - But those people aren't going to change! It really is up to you.

That decision is the single most important thing that will determine the success of this consulting package for you. If you make that decision, and make a sincere effort to put into practice the skills I teach you, I **know** you will succeed.

In fact, I'm willing to guarantee it!

If at any time during the 90-day program - even on the 90th day itself - you determine that you haven't got your money's worth, please tell me why and I will refund every cent.

So you've got nothing to lose, have you? At worst, you will walk away with a range of new communication skills.

Here's how you get started

Your investment for this consulting package is \$1,200 plus GST.

If you're really serious about freeing yourself from stressful communication situations, you can't wait. You need to take immediate action.

One thing's for sure - the problem usually won't just go away. In fact, the longer you wait, the worse it becomes.

E-mail me at hspot@suemaree.com or phone 07 5536 7675 (or +61 7 5536 7675 if you're outside Australia), and we can decide together whether this package is right for you. That way you can get on a fast track to less stress and more profits as soon as possible!

Sue-maree 

where's your h-spot?



Difficult Conversations With Clients Made Easy

Turn All Your Sales Consultants Into Sales Superstars

In their communications with clients, Sales Consultants face difficult situations on a daily basis. By developing and utilizing unique and compelling scripts for handling difficult situations, your Sales Consultants will have the skills and confidence that will build stronger client relationships, and generate more sales and referrals.

Why do this program?

Benefits of the program include:

- Your Sales Consultants will sell more
- They will be less stressed
- You will reduce turnover of your Sales Consultants
- You will increase the skill level of all your Sales Consultants, so they all become Superstars
- Your clients will be happier - giving you more business and more referrals

Who is this program best suited for?

This program is for you if:

- You want to increase your sales and profitability
- You wish all your Sales Consultants performed as well as your "star" Consultants
- Your staff turnover is too high
- You're planning to take on new Sales Consultants
- You want to get the most out of your existing Consultants

What do you get in the program?

Each program is customised to the specific needs of your team. The major components include:

- Interviewing each Sales Consultant to identify key stress points and problem areas
- Interviewing your star Consultants to identify the most effective "scripts" and techniques for dealing with difficult situations
- Build a knowledge database of the most common objections and difficult situations and the most effective ways to deal with them
- Conduct individual and group training sessions to address specific issues, as required
- On-going monitoring and review of Consultant performance through face-to-face

sessions, telephone and e-mail coaching and support, on-line resources, and Performance Evaluation Tools

[See more program delivery options here ...](#)

[Make a booking enquiry](#)

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Sue-maree 

where's your h-spot?



Fast Track to Partnership

How to generate more revenue from each of your professionals

Professionals are constantly keeping their technical skills up to date, but being a productive and profitable professional requires much more than technical skills. It requires skills to sell yourself, your firm and your services. It also requires skills to maintain your relationship with your clients, especially in the stressful situations that inevitably arise in the world of business, finance and taxes. By developing a range of other skills, a professional can:

- strengthen and broaden their current client base
- maximise the value of their technical skills
- generate more revenue for the firm, and
- develop - and maintain - profitable long-term relationships with clients.

And for extra leverage they work more productively and profitably with colleagues.

Why do this program?

Benefits of the program include:

- Generate more income per staff member;
- Build stronger, more profitable relationships with existing clients;
- You don't have to be the only rainmaker in your firm;
- Generate more business with both new and existing clients;
- Increase the number of referrals you receive;
- Maximise the value of the referrals you get from clients;
- Standing out from the competition so that you become the business of choice in your industry;
- Attract new clients without even trying;
- Help your professional staff fast-track their careers, sky-rocket their income and increase their value to the firm.

Who is this program best suited for?

This program is for your organisation if:

- You're working at maximum capacity and not making enough money;
- You would like your professional staff to generate more revenue;
- You're the only person bringing in new clients;
- You want to make your business more profitable;
- You're looking to increase the value of your business;

- You want to reduce your personal workload and still make more money.

What do you get in the program?

Each program is customised to your specific needs. Major components of the program include:

- In-house gap analysis session to diagnose your current performance;
- Assess individual performances to identify areas where they require skills training;
- Individual and/or group training sessions to address specific issues, as required;
- On-going monitoring and review of their performance through face-to-face sessions, telephone and e-mail coaching, on-line resources, and other resource material;
- Analysis and review;
- Recommendations for further improvements.

Presentation Structure

Each learning module is presented using accelerated adult learning techniques to maximize understanding, retention and integration of the skills:

- Review and discussion of the use of previous module over the past week
- Integration of all prior skills into subsequent sessions
- Introduction to the current module – the problem – solutions – and the value of solving the problem
- Value and benefits
- Explanation of the theory
- Visual and auditory anchoring
- Experiential exercise to put the skill into practice
- Group discussion and feedback on the exercise
- Application of the skill to other areas in the professional/personal
- Focus task to encourage use of the new skill

What do you get in the program?

Each program is customised for your specific needs. As an overview, major components of the program include:

- Identifying issues that your staff face daily in their office and home environments;
- Conducting individual and group training sessions to address specific issues, as required;
- Monitoring and review of performance through face-to-face sessions, telephone and e-mail coaching and support, on-line resources, and Performance Evaluation Tools;
- Analysis and reporting on agreed performance criteria.

[See more program delivery options here ...](#)

[Read article: Fast Track to Partnership](#)

[View testimonials](#)

[Make a booking enquiry](#)

Sue-maree 

where's your h-spot?



The Stress-Free Manager

How to Reduce Stress and Increase Your Team's Performance, Productivity and Profitability In Tough Times

Do you experience stress and frustrations in your position as a Manager?
Do you find yourself not knowing the best way to handle difficult and/or sensitive situations?

Do you find yourself thinking:

"What do I have to do to get through to these people?"

You're not alone! These are situations faced by Managers on a daily basis. In this interactive presentation, Sue-maree will show you practical techniques you can use immediately to take the stress and frustration out of management.

You will learn how to:

- Turn unmotivated team members into target-smashing go-getters
- Help people with low expectations step up and continually strive for higher standards
- Replace complacency with a desire for excellence
- Turn pessimists into optimists
- Turn a fixation on problems into a fixation on solutions
- Replace inefficiency with efficiency
- Replace stress-induced unproductive behaviours with productive focussed action
- Turn underachievers into superstars
- Get people to do more in less time
- Eliminate complaints instantly
- Eliminate gossip instantly
- Eliminate negativity instantly
- Turn chronically bad time managers into productive, effective team members

It's easy when you know how!

Take control of situations, act from a position of power and authority, and eliminate stress and frustration. Get what you want easily and effortlessly, even in tough times.

Get what you want – every time!

When you use the tools in this program, you make it **impossible** for people to indulge in negative, unproductive behaviours.

This program will teach you how to deal with difficult situations so you can communicate

with grace, even when you're under fire.

Who should do this program?

This program is for you if:

- You are stressed and frustrated as a Manager
- Team members are stressed and frustrated
- Team members waste time gossiping and complaining
- Team morale is low
- Office politics is disruptive
- Team members are experiencing problems in their personal life that are having a negative effect on their productivity at work
- Staff turnover is too high

What do you get in the program?

Each program is customised for your specific needs. As an overview, major components of the program include:

- Training for manager/s to identify the key stresses and frustrations they are currently experiencing with their team members;
- Training for team members;
- On-line resource centre for managers;
- On-line resource centre for team members;
- Telephone and e-mail support for 12 months;
- Quarterly monitoring and review of performance through on-line assessment tools.

[See more program delivery options here ...](#)

[View testimonials](#)

[View client list](#)

[Make a booking enquiry](#)

Sue-maree 

where's your h-spot?



Biography

Awards, Qualifications, Memberships, Experience

Awards

Speaker of the Year 2002 National Speakers Association, Queensland, Australia

Qualifications

Graduate and Post-Graduate:

- Chartered Accountant
- Bachelor of Commerce
- Certified Trainer in NLP (Neuro-linguistic Programming)
- Certified Trainer of Time Line Therapy
- Certified Instructor of Hypnotherapy
- Certificate IV in Assessment and Workplace Training

Professional memberships

- Institute of Chartered Accountants in Australia
- American Board of Neuro Linguistic Programming – Trainer
- Time Line Therapy Association – Trainer
- American Board of Hypnotherapy – Instructor
- International Federation of Professional Speakers
- National Speakers Association Australia

Continuing education

- PhD – Doctor of Philosophy in Clinical Hypnotherapy
- Master Trainer of NLP

Chartered Accountant

Chartered Accountant in public and private practice 1979-1995:

- Chief Financial Officer – Fulton Gilmour Trotter Moss Architects 1994-1995
- Principal – Sutherlands Chartered Accountants 1987-1993
- Accountant – Touche Ross & Co Chartered Accountants 1985-1987
- Accountant – Butler McDermid Chartered Accountants 1984

- Trainee – Carrington Slipways Shipbuilders 1979-1982

Directorships

Directorships in public and private companies, including 7 years as Director of the Tweed Valley Health Service 1988-1995

Professional Speaker

A Professional Speaker since 2000, delivering keynote presentations and workshops internationally for:

- Insurance Agents
- Financial Planners
- Accountants
- Lawyers
- Pharmaceutical Representatives
- Motor Vehicle Sales Consultants
- Real Estate Agent
- Government Agencies – Health, Education, Taxation
- Hotels and Resorts
- Health Spas

Expertise in the areas of Stress, Motivation and Communication, specifically;

- Stress management
- Personal and professional development
- Communicating in difficult situations
- Customer service
- Sales
- Professional services
- Goal achievement
- Presentation skills

Presentation details

Consulting & Coaching

- Business Consulting
- Individual Coaching
- Personal Counselling

Media, entertainment and arts

- Acting, writing, casting, producing, directing and post-production for theatre, film, video and television
- Photographic modeling
- Magazine, radio and television features
- Stand Up Comedy
- Video & TV hosting/presenting
- Author

Sue-maree: Bio

Sue-maree is a Chartered Accountant with experience in public and private practice. She has served as a Director in public and private sectors including the Public Health System in NSW Australia.

She is a Master Practitioner and Trainer in NLP (Neuro Linguistic Programming) and Hypnosis, currently working on a PhD in Clinical Hypnotherapy.

Sue-maree consults to businesses in sales, hospitality, health, and education; providing personal and professional development seminars on communication, negotiation, sales, customer service, teamwork, leadership, success and happiness.

She has featured in newspapers, magazines, radio and television.

An award-winning international speaker, from the Gold Coast, Australia. Sue-maree's programs explore the feelings, thoughts and behaviours that affect our performance - including the effect we have on others - and deliver simple, practical, powerful strategies to dissolve stress, and find your 'h-spot' - increasing performance, productivity and profitability.

[Make a booking enquiry](#)

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Sue-maree 

where's your h-spot?



Media Centre

This Media Centre is a resource centre for the media to find out about Sue-maree, the h-spot, and communication issues in personal and professional life.

About Sue-maree

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[Find out more about Sue-maree and her qualifications ...](#)

[Download information about the h-spot](#)

Photographs

To download high-resolution photographs to use in print and on-line, [visit the photo gallery](#).

Articles

You have permission to use these articles in media or industry publications, provided you e-mail Sue-maree (hspot@suemaree.com), send her a copy of the published article, and include the following resource box with the article.

Sue-maree is an expert on sales and communication skills for professionals in sales and service, nationally and internationally. For more information go to www.suemaree.com. Sign up to our FREE h-spotting newsletter for practical sales and communication skills that reduce stress and increase your productivity and profitability.



[To download the picture in the box, click here.](#)

Personal & Interpersonal Skills

- [The 7 Habits Of Highly Ineffective People - And How To Avoid Them](#)
- [How to Control Your Emotional state](#)
- [Confrontation to Exploration](#)
- [Listen with the Intention of Responding](#)
- [Are They Telling the Truth?](#)

Sales & Customer Service Skills

- [Fast Track To Partnership](#)
- [Buying Signals](#)
- [How Would You Know It's Right For You?](#)

Sue-maree says ...

"The sun is always shining - even when you can't see it."
Sue-maree McEearney

"Relationships can take years to build, and only seconds to destroy."
Sue-maree McEearney

"Honey, I've taken out the garbage, and cleaned the kitchen and the bathrooms. What can I do next?"
Sue-maree McEearney

[More quotations from Sue-maree ...](#)

Research

How important is effective communication in the workplace? A Watson Wyatt study found companies that communicate effectively:

- Have a 20% higher market premium
- Have more engaged employees (4.5 times more likely to feel engaged)
- Are 20% more likely to report lower turnover rates

A recent Proudfoot Consulting study found that poor communication, poor supervision and poor planning are costing British companies **£70 billion pounds**, an equivalent of 36 days per worker per year.

Sue-maree 

where's your h-spot?



Program Delivery - Packages

We have a number of specific in-house packages, which can be tailored specifically for your needs.

- In-House Team Programs
- 6-Month Accelerator Program
- 12-Month Corporate Program

In-House Team Programs

Each program is customised to the specific needs of your team. The major components include:

- Interviewing managers and team members to identify key stress points and problem areas
- Conduct individual and group training sessions to address specific issues, as required
- On-going monitoring and review of performance
- Telephone and e-mail coaching and support
- On-line resources
- Performance Evaluation Tools

6-Month Accelerator Program

This in-house program is ideal for embedding one of Sue-maree's topic areas in your practice or firm.

- Breakfast-lunch-dinner presentation to management team
- Launch - 1 day presentation to staff
- Telephone consultation - monthly for 6 months
- On-site consulting session - half-day monthly for 6 months
- Half-day debrief, alignment and consolidation presentation at end of program
- Website Access throughout

12-Month Corporate Program

This program is suited to larger organisations, where Sue-maree licences her programs for use by internal trainers.

- Initial assessment and diagnosis
- Launch - 1 day presentation to staff
- Skills Presentation to internal trainers

- Monthly audio CD, with duplication licence for the organisation
- Training DVD and PowerPoint presentations
- Website Access
- Email Support
- Telephone Support

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Program Delivery

Sue-maree delivers her programs in a variety of ways. All programs are customised to meet your needs, both in content and in the way they are delivered.

A typical program might have these components:

- Initial assessment and diagnosis
- Presentations - keynotes or training workshops
- Consulting sessions (including telephone, e-mail and in-person support)
- Facilitation
- On-going monitoring and feedback
- Access to additional on-line and off-line resources

More options in each of these areas are listed below.

Depending on progress, we can amend the programs at any stage. If, for any reason:

- You use the skills learned and find them to be of no value, or
- You determine you've already achieved the results you want and don't feel it necessary to continue the program,

we can terminate the arrangement at that point, no questions asked. Whatever materials you've already received are yours to keep.

Skills Assessment and Diagnosis Tools

This could include any combination of the following strategies:

- On-line diagnostic tools
- Interviews with key personnel
- Evaluation of performance in the workplace and in appointments
- identification of key areas in need of attention
- Creating development plan for addressing key areas

Presentations

Depending on the outcome of the assessment and diagnosis phase, we deliver customised presentations.

Keynote Speaker:

- for conferences and special events
- in-house

- for your clients

Workshops, Training and Seminars to address identified needs:

- using the most appropriate method of delivery
- in a timely manner - as needed
- Duration: 1 hour, 2 hours, half day, full day, or otherwise as agreed/required

Consulting Programs

Some programs include individual consulting sessions, as required to meet the objectives. This could include any combination of the following strategies:

- SOS - immediate diagnosis and prescription for pressing issues (telephone/email/in person)
- Troubleshooting consulting: Individual 30 minute consultations to address specific issues
- Telephone and e-mail support over the duration of the program

Facilitation

Sue-maree facilitates group discussion in the following formats:

- in-house, over lunch, once a month (or as required)
- at strategic planning retreats
- at conferences

Monitoring and Feedback

During the program, we monitor and track performance to ensure the initial goals are being met. This can be done in a variety of ways:

- Regular on-line surveys
- Individual interviews and surveys
- Regular group facilitations - for example, in lunch-time sessions
- Consultation/Appointment Performance Evaluation Tool - to evaluate performance of individual Consultants when dealing with clients
- Performance Tracking Tool - for analysis of individual performance over time, with comparison to both in-house and industry standards

We report to management with recommendations and action steps.

Additional Resources

We provide an extensive set of additional resources to support and accelerate the results. These resources are available to all participants over the course of the program. They can include:

- On-line learning programs
- Access to relevant Intellectual Property including worksheets, evaluation tools, website, and other on-line access.
- Selected presentation segments available for video and audio access and download via password protected area of website
- Performance Manual - for each individual Consultant
- Weekly email reinforcement programs
- The CEO's Message - interviews with the CEO, distributed throughout the organisation, to disseminate key messages for the month and align focus on key issues to achieve outcomes

Development Packages

We have a number of specific in-house packages, which can be tailored specifically for your needs.

- In-House Team Programs
- 6-Month Accelerator Program
- 12-Month Corporate Program

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Sue-maree: how to find your h-spot

Introduction

Sue-maree is a Chartered Accountant
With 15 years experience in public and private practice

In 1993 she burned her Tax Act
But she still has the ATO on speed dial
And she's obsessed with receipts

She's a Master Practitioner and Trainer in Hypnosis and Neuro-linguistic
programming – affectionately known as NLP

And she's doing a PhD in Communication

Sue-maree is an author
And award-winning international speaker

She travels extensively speaking at Conferences and Events
And conducting training programs
On the personal & interpersonal skills that make people

- Happier
- Healthier
- More productive and
- More profitable

Please welcome Sue-maree

Sue-maree 

Sue-maree: how to find your h-spot

Closing

The **voices in my head** are telling me there people I work with that need to find their h-spots

And I'm **optimistic** they will

Sue-maree, I'm going to need more of those h-spot stickers!

Please join me in thanking Sue-maree



Book Sue-maree

(or make a booking enquiry)

Please send us some basic information so we can get back to you. Thanks.

Fields marked * are required, others are optional.

First Name *	<input type="text"/>
Last Name *	<input type="text"/>
E-mail Address *	<input type="text"/>
Company/Association *	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
Suburb/Town	<input type="text"/>
State/City	<input type="text"/>
Post/Zip Code	<input type="text"/>
Country *	<input type="text"/>
Telephone *	<input type="text"/>
Fax	<input type="text"/>
When are you planning your event? *	<input type="text"/>
Would you like to put a hold on a date? *	<input type="checkbox"/>

Yes, please add me to your newsletter mailing list

Sue-maree 

where's your h-spot?



For Event Organisers

[Before event](#)

[Payment details](#)

[After event](#)

Before your event

Event Questionnaire - briefing and logistics

Our mutual objective is for your event to be as successful as possible. The more information I have about the people attending the presentation, your specific outcomes, and your business, the more effective the presentation will be. Attention to logistics will ensure everything runs as smoothly as possible.

Please complete the questionnaire, and fax back to us as soon as possible. As an alternative, we can arrange to go through the questions on the phone, or in a face to face meeting, if that's more convenient for you.

[Download Event Questionnaire](#)

Photographs

To download images for event promotion and marketing [visit the photo gallery](#):

- Photos of Sue-maree
- h-spot photos
- h-spot icons

Pre-event survey

We use an on-line survey to gather information from group members and attendees relevant to the event. The information is used to customise the presentation to the specific situations they face in their personal and professional lives.

We'll email the link to your customised survey ready for distribution to your group.

Presentation Requirements Checklist

Checklist includes:

- AV requirements & other
- Mobile phones & pagers
- Dinner presentations

- Workshops

[Download Presentation Requirements Checklist](#)

Promo for event brochure

After the briefing and finalisation of the event content, we'll email a promotional piece for inclusion in your event brochure to promote the event.

Pre-event email teaser

We'll also email an event "teaser" ready to send via email to further promote the event.

Introduction & Closing remarks

[Download Introduction & Closing](#)

After your event

Post-event email follow-up

After the event we'll send you a follow-up email for distribution to your group as part of the ongoing integration process. The email includes links to:

- presentation references
- presentation feedback
- selected h-spot email subscription

h-spot email subscription

We have several email subscriptions and on-line learning programs available to our clients. Your group receive a complimentary subscription to the most appropriate program for their needs.

We'll arrange with you to have people registered in the selected program.

Presentation feedback

We have a sincere commitment to constantly improving the quality of the service we deliver to our clients. Please share with us whatever feedback you have in relation to the presentation.

Link to [presentation feedback](#)

Sue-maree 

where's your h-spot?



For Speakers Bureaus

Special arrangements for Speakers Bureaus

As a specific service for Speakers Bureaus, Sue-maree and h-spot have a website dedicated exclusively to Speakers Bureaus.

You'll find it at suemaree.info.

The site contains product and service information relating to Sue-maree and h-spot presentations - including on-line video. **The site has absolutely NO contact details for Sue-maree or h-spot.** That means you can send your clients to suemaree.info confident it's a bureau friendly site.

Further, if there's anything additional you'd like us to add to the site that would make your life easier - let us know and we'll set it up.

Check it out for yourself:

suemaree.info

Email us with any questions: hspot@suemaree.info

Look forward to hearing from you soon.
Sue-maree

View [testimonials](#)

[Make a booking enquiry](#)

Sue-maree 

where's your h-spot?



Presentation Feedback

Thanks for your willingness to share your thoughts on the presentation with us. It will only take a few minutes, and it's completely anonymous - so go ahead and tell us what you really think!

Date of the presentation:

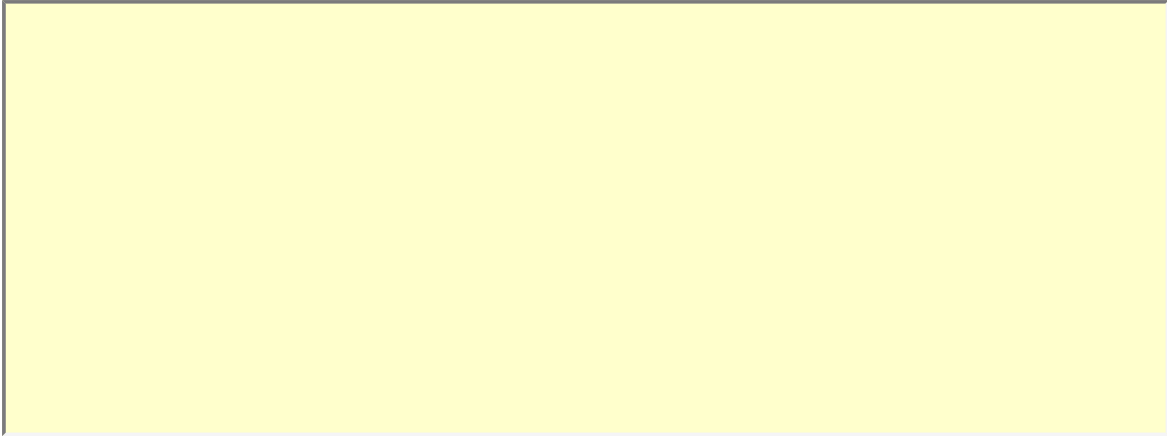
Please rate the presentation on a scale of 1 to 5 on the basis of the positive impact it would have on the relevant aspect of your life if you APPLIED the presentation content.

(1 = None, 2 = Limited, 3 = Definite, 4 = Significant, 5 = Enormous)

1 2 3 4 5

What are the 2 most valuable things you took away from the presentation?

What did you like MOST about the presentation?



What did you like LEAST about the presentation?



What would you like to ADD TO the presentation?



Please comment on presentation style and delivery.

A large, empty rectangular box with a light yellow background and a thin black border, intended for handwritten notes.

What would you like to learn more about that would make your life easier?

A large, empty rectangular box with a light yellow background and a thin black border, intended for handwritten notes.

What other people/groups do you know who would benefit from this presentation?

A large, empty rectangular box with a light yellow background and a thin black border, intended for handwritten notes.

Please share whatever other comments/suggestions you have.



Male/Female

Age

Profession

Country

Thanks for your response. We genuinely appreciate your feedback.
Sue-maree

PS. We'll be most grateful for any testimonial you're willing to provide that we can use in our marketing.
To provide a testimonial [please click here](#). Thank you.

[Make a booking enquiry](#)



Event Questionnaire – briefing and logistics

Our mutual objective is for your event to be as successful as possible. The more information I have about the people attending the presentation, your specific outcomes, and your business, the more effective the presentation will be.

Attention to logistics will ensure that everything runs as smoothly as possible.

Please complete the questionnaire, and fax back to us as soon as possible – (07) 5536 7675.

As an alternative, we can arrange to go through the questions on the phone, or in a face to face meeting, if that's more convenient for you.

Client name		
1. Your Event		
Name of Event		
Event theme		
Date of Event		
Date of Sue-maree's presentation		
Purpose of your Event (AGM, Conference, Training, Awards Dinner)		
Most important objective of the Event		
Name of contact person		
Email		
Mobile phone		
2. The Presentation		
Preferred title for the presentation		
History of this event		
Specific objectives for Sue-maree's presentation		
By what other means will you be assisting the group to reach these objectives and reinforce the presentation material?		
Would you like some recommendations in this regard?	Yes / No	
What type of presentation do you want for your group? (indicate percentages)	Inspirational/Motivational: People leave on a high	
	Content/Education/Training: People learn, practice & apply new skills	
	Action Oriented: People leave with an action plan	

What seeds you would like to plant, or ideas you want the group to buy into?		
What sensitive issues are best avoided?		
What special suggestions do you have that you would like included in presentation?		
What would have to happen for you to know this was the best presentation you ever had?		
What influenced your decision to have Sue-maree present at your event?		
3. Background		
What are the current challenges/breakthroughs being experienced by your industry/organisation/firm? (eg: mergers, relocations, legislation, changes of management?)		
What are the primary products, benefits, or services you sell/provide?		
Who are your major competitors?		
What makes you different from your competitors?		
What are your major strengths?		
What are your weaknesses?		
Please give details of education and training sessions provided each year for attendees?		
What speakers have you used previously, and what did they cover?	Speaker:	Topic:
What specific aspects of these presentations did the group like? (humor, exercises, groupwork?)		
If there were any aspects of these presentations the group didn't like, what were they?		

4. The Participants		
Total number of attendees		
Are partners attending?	Yes / No	
% of males		
% of females		
Age range		
Average age		
Describe the work responsibilities of group members. (sales, management, presenting, admin)		
2 things you feel are most important for Sue-maree to know about this group?	1	
	2	
What specific behaviours separate your top performers from the others?		
What are the most stressful aspects of these peoples lives?		
Are there any participants well known for their cheerfulness, friendliness, sense of fun/adventure?		
Who are the senior management, VIP's attending?		
5. Timing & Room Setup		
Function start		
Function finish		
Sue-maree presentation – start		
Sue-maree presentation – finish		
Sue-maree presentation room		
What time will the room be available for set up and audio checks?		
What is scheduled immediately prior to Sue-maree's presentation?		
What is scheduled immediately after Sue-maree's presentation?		
Is there a stage/raised platform?	Yes / No (please provide details)	
What is the room setup? (eg: theatre style, round tables)		
If the presentation is during a meal, please confirm the exact stage at which the presentation will be made – 2 options: (before entree, between entree & main)		
Name and title of the person who will introduce Sue-maree		

6. Dress Code		
Dress Code for the presentation		
Are there any other sessions or functions you would like Sue-maree to attend? (lunch, post event dinner, etc)	Yes / No	
Date		
Time		
Venue		
Dress code		
Transfer arrangements		
7. Venue		
Venue Name		
Phone		
Fax		
Venue Address		
Who should Sue-maree contact on arrival?		
Mobile #		
Contact person if emergencies arise en route		
Phone - work		
Phone - home		
Mobile		
8. Transport & Accommodation (if required)		
Has transport/flights been booked for Sue-maree? If so - please confirm details:	Qantas Frequent Flyer # 1128992	
Airline	Yes / No	
Depart (date & time)		
Return (date & time)		
What transport has been arranged to and from the airport to the hotel?		
What transport has been arranged to and from the hotel to the venue?		
Has accommodation been booked for Sue-maree? If so - please confirm details:	Yes / No	
Date in		
Date out		
Hotel Name		
Hotel address		
Phone		
9. Other items (please provide)		
Agenda for the entire event		
Programs/material relating to the event		
Directions or map to venue		

Thank you. I'll be in touch.
Sue-maree

Presentation Requirements Checklist

The following requirements will optimize the impact of the presentation for the group.

AV & other

- Cordless lapel microphone – if more than 20 people
- Hand held microphone on stage – for individual voxpop
- Stage – high enough for people to see face and body
- Full house lights, and full stage wash – maximum lighting in the room and on the stage
- 1 small dressed table on stage – for props
- Flipchart – with colored pens and bluetak
- CD player
- Water at room temperature – no ice
- Optimal room temperature – 18-22C

Mobile phones and pagers

All mobile phones and pagers to be turned off during presentations. This helps to minimize distractions and disruptions for all participants, and maximize your investment in the presentation. Participants can check messages and return calls during the breaks. Maximum time between breaks is 1.5hours.

Dinner presentations

If Sue-maree is speaking at dinner, the most suitable time for the presentation is before the entrée, or between entrée and main course.

Please ensure all table service is stopped before the presentation starts, and that people are not eating. We don't want them choking when they laugh!

Workshops

Additional chairs at the back of the room (1 per person) arranged in groups of 2.

If you have any questions, please contact Sue-maree directly on 0416 187 834.

Thanks,
Sue-maree

Sue-maree 

where's your h-spot?



Free Newsletter

h-spot newsletter registration:

- Your privacy is assured
- You can quickly and easily remove yourself from the list at any time, and
- You're welcome to pass it on
- You'll get a **FREE** Special Report "Grace Under Fire - How to Keep Your Cool When You're Hot Under the Collar"

First Name:

Last Name:

Organisation:

E-Mail Address:

Welcome!
[Sample newsletter](#)
[Privacy Policy](#)

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Mobile: +61 416 187 834 | email: hspot@suemaree.com

Sue-maree 

where's your h-spot?



Sample Newsletter

Feature Article:

The 7 Habits Of Highly Ineffective People And How To Avoid Them (the habits, not the people!)

Which of the following **highly ineffective** behaviours do you recognize in people you work with and others you know?

1. The **Running Around In Circles** Technique (also known as the **Chasing Your Tail** Technique and the **Paper Shuffling** Technique) where people are very busy 'doing' things (sometimes even frantically!) but actually achieve nothing.
2. The **Stick Your Head In The Sand** Technique (closely related to The **Run And Hide** Technique) where people completely ignore an issue pretending it doesn't exist.
3. The **"La La La La La I'm Not Listening"** Technique (closely related to The **Dig In Your Heels** Technique) where people stubbornly take a stand and refuse to listen to other points of view and/or consider other options.
4. The **Kick The Cat** Technique where people vent their frustrations by taking them out on other people and/or animals (eg: by yelling at them) and/or inanimate objects (eg: by slamming phones and doors).
5. The **"Why Does This Always Happen To Me?"** Technique where people waste time lamenting their predicament rather than doing something about it.
6. The **Bore Everyone To Tears** Technique (closely related to the **"I'm So Busy"** Technique) where people talk incessantly about what they have to do rather than getting on and doing it.
7. The **"I Just Have To Do This First"** Technique (also known as the **"As soon as I ..."** Technique) where people busy themselves doing low priority activities when they know they have high priority activities that require their attention. Mystically, the low priority activities become monumentally important!

It's easy to recognize these behaviours in others. It's also easy to recognize how ineffective they are.

Now, here's the more important question. How many of these behaviours do you recognize in yourself?

All of these **highly ineffective** behaviours are **avoidance** behaviours. Each of them will occupy your time and energy in doing something **other than** what really needs doing.

Problem is; you have something to do and you don't want to do it. Bigger problem is; the longer you put it off the more stress you're likely to create for yourself;

- The stakes get higher
- The deadline gets closer
- Other people involved get more angry & frustrated

So why don't we want to do what we know we need to do?

FEAR. We're scared of it. Each of these 7 Highly Ineffective Habits is a stress response, an avoidance strategy and/or procrastination strategy.

Why are we scared?

- We haven't done it before and don't know how to do it
- We have done it before and it didn't work out well
- We anticipate a surly response, a rejection
- We set monumentally high expectations for performance that we don't believe we can achieve.

In each case, we look into the future and **imagine** a negative outcome - which makes us feel bad. So we put it off using one of the 7 highly ineffective habits.

In the next newsletter, we'll discuss how **you can avoid the highly ineffective habits**. In the meantime, 3 questions for you:

1. Which of these highly ineffective habits do you have?
2. When was the last time you used them?
3. What are you avoiding?

For more information on how to make your life easier, check out the website:
www.suemaree.com

Quick Survey

Please help me with my research by answering a simple question:

If you're a Manager:

What's your biggest complaint about your Team Members?

If you're a Team Member:

What's your biggest complaint about your Manager?

The survey's anonymous, so here's a chance to let loose and get it off your chest - without anyone getting hurt! [Go To Survey](#)

Bonus Video

What's **good** about experiencing difficult and painful communication situations? This 1 minute video will tell you! [View Now](#)

Invitation

To find out how you can make more money in less time (and be happier and healthier to boot!) check out our programs on the website, and consider how they can work for you: [Check Them Out Now](#)

What Clients Say

"Inspirational. Both within the firm and in dealing with clients."

KPMG

h-spot Inspiration For A Happy Body

Chief: Max, I don't know what to do with you. At Control we need our Secret Agents in tip top condition. And you don't look after yourself!

Max: I resent that Chief.

Chief: So you deny it?

Max: No, but I resent it!



Pass It On

Who do you know who would find this newsletter useful? (Or, who do you know who really needs it?!) Please feel free to pass it on to family, friends, colleagues and clients. At the very least they'll know you're thinking of them.

Wishing you happiness, health and success,

Sue-maree



PS. If there's anything in particular you'd like to see included in the newsletter, please let me know: hspot@suemaree.com

PPS. **For anyone new to the h-spot...**

Finding your h-spot is about setting yourself up to have more of what you want in your life.

For most people that means, less stress, better health, happier relationships at home, more productive relationships at work, and a sense that your life has meaning and purpose.

By learning to identify and *change* the thoughts, feelings and behaviours that sabotage you, *you can change your life* - so you have less of what you don't want, and more of what you DO want.

What do you want in your life?



[Click here to sign up for FREE newsletters](#)



Stress Test

What are the greatest stress points in your life?

Take our five-minute stress test to find out.

happy mind		
Are you stewing about things in the past?	<input type="radio"/> Yes	<input type="radio"/> No
Are you worrying about things in the future?	<input type="radio"/> Yes	<input type="radio"/> No
Are you having negative, pessimistic thoughts?	<input type="radio"/> Yes	<input type="radio"/> No
Are you finding it hard to focus and get things done?	<input type="radio"/> Yes	<input type="radio"/> No
Are you frowning more often than you smile?	<input type="radio"/> Yes	<input type="radio"/> No
happy body		
Are you sick?	<input type="radio"/> Yes	<input type="radio"/> No
Are you waking up tired in the mornings?	<input type="radio"/> Yes	<input type="radio"/> No
Are you listless and lethargic?	<input type="radio"/> Yes	<input type="radio"/> No
Are you exhausted at the end of the day?	<input type="radio"/> Yes	<input type="radio"/> No
Have you lost interest in sex?	<input type="radio"/> Yes	<input type="radio"/> No
happy heart		
Are you spending more time with computers than with people?	<input type="radio"/> Yes	<input type="radio"/> No
Are you impatient with your partner? children? colleagues? clients?	<input type="radio"/> Yes	<input type="radio"/> No
Are you frustrated when people don't do what you want them to do?	<input type="radio"/> Yes	<input type="radio"/> No
When something goes wrong do you curse rather than laugh?	<input type="radio"/> Yes	<input type="radio"/> No
Have you lost interest in sex?	<input type="radio"/> Yes	<input type="radio"/> No
happy soul		

Are you caught in the rat race? stuck in a rut? chained to a treadmill?	<input type="radio"/> Yes	<input type="radio"/> No
Are you feeling bored, depressed, unmotivated?	<input type="radio"/> Yes	<input type="radio"/> No
Are you hearing voices of fear and doubt?	<input type="radio"/> Yes	<input type="radio"/> No
Does life seem hard or hopeless?	<input type="radio"/> Yes	<input type="radio"/> No
Are you procrastinating?	<input type="radio"/> Yes	<input type="radio"/> No

The more NO's you have, the happier and healthier you are. Congratulations!

Every YES indicates an aspect of your life that currently need attention. Depending on where they are, click on the relevant icon (icons!) for suggestions to help you get on track to where you want to be *as quickly as possible*.



[happy mind](#)



[happy body](#)



[happy heart](#)



[happy soul](#)



Survey: Service Professionals

It's very quick, you'll be done in less than 5 minutes.

What are the most stressful aspects of dealing with clients?

1.
2.
3.

What are the most stressful aspects of dealing with colleagues?

1.
2.
3.

What are the most stressful situations you face at home?

1.
2.
3.

To what extent does stress at work negatively affect your quality of life at home?
(1 = Not at all, 5 = Greatly)

- 1 2 3 4 5

To what extent does stress at home negatively affect your productivity at work?
(1 = Not at all, 5 = Greatly)

- 1 2 3 4 5

To what extent does stress at home negatively affect the quality of your work?
(1 = Not at all, 5 = Greatly)

- 1 2 3 4 5

What do you do to de-stress?

When was the last time you offered additional services to an existing client?

How often do you get referrals?

How often do you ask for referrals?

Do you personally keep in touch with your clients?

- Yes
- No

If Yes, how? (Phone, e-mail, social: golf, dinners, events etc.)

Do you attend networking functions to meet new clients?

- Yes
- No

If Yes, how comfortable do you feel when meeting people at networking functions?
(1 = Very Uncomfortable, 5 = Very Comfortable)

- 1
- 2
- 3
- 4
- 5

How many networking functions have you attended?

On average, how many people - that you've never met before - do you speak to at each networking function?

How many people you've met at networking functions have become clients?

When was the last time you put off making a phone call to a client?

What was the reason you put it off?

How comfortable do you feel discussing fees with clients?
(1 = Very Uncomfortable, 5 = Very Comfortable)

1 2 3 4 5

How comfortable do you feel presenting bills to clients?
(1 = Very Uncomfortable, 5 = Very Comfortable)

1 2 3 4 5

When was the last time you gave the client a bill and they paid it immediately and cheerfully?

[Send Survey](#) Thanks for your response.