

# Delivering delight

Looking for a way to catapult your team's ability to deliver results and create delightful experiences that transform your business performance? This keynote is both inspiring and loaded with practical nuggets that business leaders and teams can walk away, and apply immediately.

Delighting customers, whether B2B or B2C, goes beyond technical tweaks and chasing NPS scores. Delivering Delight demands a leadership-driven mindset shift rooted in practicing daily habits such as genuine care, contribution, support, and appreciation. A delightful organisational culture is a bedrock, fostering delighted employees who then create exceptional customer experiences, leading to delighted shareholders.

Avi offers this keynote as a customized, immersive workshop for those looking to instill delight at the core of their business, ensuring the chain reaction of delight becomes a mainstay in your organisation.

**Keynote: 45-90 mins Workshop: 0.5 - 5 days**

## Who is this for?

Delivering Delight is designed for leaders, high potentials and teams eager to spread joy at work, transforming their culture to provide unforgettable employee and customer experiences.

## Why your organisation needs this?



### ELEVATE WELLBEING

Embed a culture of delight in your organization



### BOOST ENGAGEMENT

Turn every employee and customer interaction into a brand-building moment.



### ENHANCE PERFORMANCE

Drive success through positive organisational change.

“Avi's wisdom, wit, and gravitas make him a master connector. His keynote was a game-changer for our team, building trust and inspiring us to deliver delight. We're still talking about it!”

Yvonne Lim,  
Director ATx Singapore



“If you are looking to bring life to your organisation through the power of delight, look no further than with Avi, you will not be disappointed.”

Judy Andronicus  
National Service Manager



“Delivering Delight is something should practice that every organisation should practice. Avi's thought-provoking real life stories will inspire the audience to make positive choices to delight our world.”

Nalina Kanthi S.  
Programs Lead



For more information, connect with Delivering Delight team at [team@deliveringdelight.com](mailto:team@deliveringdelight.com)

**Avi Liran**  
Contagious Positivity

# Topics Covered: Unpacking the Art of Delivering Delight

- **The Delightful Iceberg:** Understand the concept of Delivering Delight
- **Delightful Experience Multiplier:** Discover how creating Delightful Employee Experiences (DEX) amplifies Delightful Customer Experiences (DCX).
- **Purpose as a Catalyst:** Uncover how purpose transforms mundane tasks into missions filled with passion and dedication.
- **The Power of Care and Support:** Learn how authentic care and support inspire employees to go the extra mile for you as a leader and your business.
- **Effective Appreciation:** Understand the differences between appreciation and recognition and how it sparks intrinsic motivation.
- **Kindness:** Learn how small acts of kindness boost morale, enhance well-being and productivity, reduce anxiety and stress, and build trust.
- **Playfulness at Work:** Learn how infusing fun into daily tasks can spark creativity and create a vibrant, engaging work environment.



## The Workshop:



Avi Liran (CSP) is Global Chief Delighting Officer and energetic motivational speaker who goes above and beyond to deliver tangible results to organisations. As the embodiment of Contagious Positivity, he's celebrated for leading businesses toward profitability with a smile. Avi's approach is a masterclass in how to reshape the very core of a business with delightful mindsets, particularly through joy and appreciation in the workplace. This transformation creates the contagious positivity that leads to significant improvements in performance, employee wellbeing and customer satisfaction.

Having helped many Fortune 500 companies achieve profound transformations, Avi's philosophy is simple: delight your people, and they will delight your customers. This contagious wave of positivity is the secret ingredient to a thriving business environment, one that Avi has successfully instilled in organisations worldwide. Through his engaging, heartfelt and dynamic speaking style, Avi ignites long-lasting change, one keynote, one workshop at a time.

With Avi, you don't just gain a motivational speaker; you gain a transformational leader and partner in building a business that champions employee and customer delight as the pathway to greater profits and sustained growth. Engage Avi and spark Contagious Positivity in your organisation today.



Dynamic and Entertaining Speaker	Insightful Storytelling Powered by Data	Proven Expertise in Leadership and Team Building	Meaningful Takeaways with Actionable Strategies	Delightful to Work With



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