

# 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 packed with practical nuggets that business leaders and teams can take away and apply immediately.

Delighting customers, whether B2B or B2C, goes beyond technical tweaks and chasing NPS scores. Delivering Delight requires 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, in turn, create exceptional customer experiences, leading to delighted shareholders.

Avi offers this keynote as a customised, 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: 60, 75, 90 min + Q&A    Workshop: 0.5 - 3 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 organisation.



### 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 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



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**Avi Liran**  
Delivering Delight

# DELIVERING DELIGHT

## KEYNOTE BLOCKS



### THE DELIGHT ICEBERG

The Delivering Delight framework for transforming workplace service culture from the inside out.



### DTX - DELIGHTFUL TOTAL EXPERIENCE

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 meaning, passion and dedication.



### EFFECTIVE APPRECIATION

Understand the differences between appreciation and recognition and how it ignites and sustains intrinsic motivation and a virtuous cycle of high performance.



### THE POWER OF CARE

Learn how authentic care uplifts wellbeing and transforms compliance to commitment, from holding back to leaning in, inspiring everyone to go the extra mile.



### CREATIVE INCLUSION

How deep listening and empowerment of everyone's ideas create the psychological safety for delightful motivation to co-create and co-design service innovations.



### THE RIPPLE EFFECT OF KINDNESS

Learn how small acts of kindness boost morale, enhance well-being and productivity, reduce anxiety and stress, and build trust.



### THE MAGIC OF PLAYFULNESS

Experience how infusing fun into daily tasks can spark creativity and creates a vibrant, engaging work environment.



### SERVING 360

How celebrating those who consistently helps their teammates succeed, prioritising character and peer support makes everyone better.



# Why This Is the Gold Standard of Your Next Event?

- **Refreshingly Different and Evidence-Based:** Participants immerse themselves in unique concepts that blend gamified experiences with emotional learning, deep reflection, and real-life case studies. Grounded in behavioral science and decades of global leadership practice, the sessions ensure the audience remains energised, interactive, and fully engaged from start to finish.
- **Deeply Connecting and Authentic:** Leaders step into a safe, facilitated space where they can share what matters most, sparking genuine human connection and trust. In this environment, vulnerability is transformed into collective strength as colleagues evolve into strategic allies.
- **Inspiring and Actionable:** Attendees walk away with practical frameworks and "next-morning" rituals designed to uplift culture, elevate trust, and drive performance immediately. Inspiration is translated into tangible habits that ripple through the organisation, turning high-level insights into lasting cultural impact.
- **The Human X Factor:** Executive teams benefit from a speaker who brings 64 years of maturity, wisdom, and the courage to engage in bold, unfiltered dialogue. Through candor and humor, even the most hesitant participants find themselves secured and bought-in, ready to face organisational challenges head-on.



## The Evolution of Delight Shirts

We learned that phrasing matters. Our first shirt, "Delight Me," made Avi look self-serving.

We tried to fix it with "I Delight," but it led to awkward winking and teasing.

Third time's the charm: "Let's Delight," which represents a shared mission to spread delight together.



Avi's first TEDx talk



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**Avi Liran**  
Delivering Delight

I suspect that my interest in appreciation started during childhood. My mom complained about our tiny home, so they worked harder and took on an additional mortgage to buy a much bigger place. During the moving my father collapsed with a brain stroke and died. For years, I heard my mom cry at night, saying, "I was happy, but I did not know it. I wish I could go back to the old shoe place and have my beloved husband back.

If you're looking for a typical speaker or trainer, I'm probably not your guy. But if you're up for a mix of emotional connection, rigorous research-based insights, captivating storytelling, corporate wisdom, cultural flavor, and a good dose of smiles, we'll get along just fine. My goal? To inspire fresh thinking and spark meaningful action that brings out the best in humankind.



**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**

**TECHNOLOGY**



**FINANCIAL SERVICES**



**TELECOMMUNICATIONS**



**HEALTHCARE & PHARMACEUTICAL**



## CONSUMER & RETAIL



## HOSPITALITY & TRAVEL



## ENERGY, ENGINEERING & INDUSTRIALS



## PUBLIC SECTOR



## EDUCATION



## OTHER INDUSTRIES SERVED

