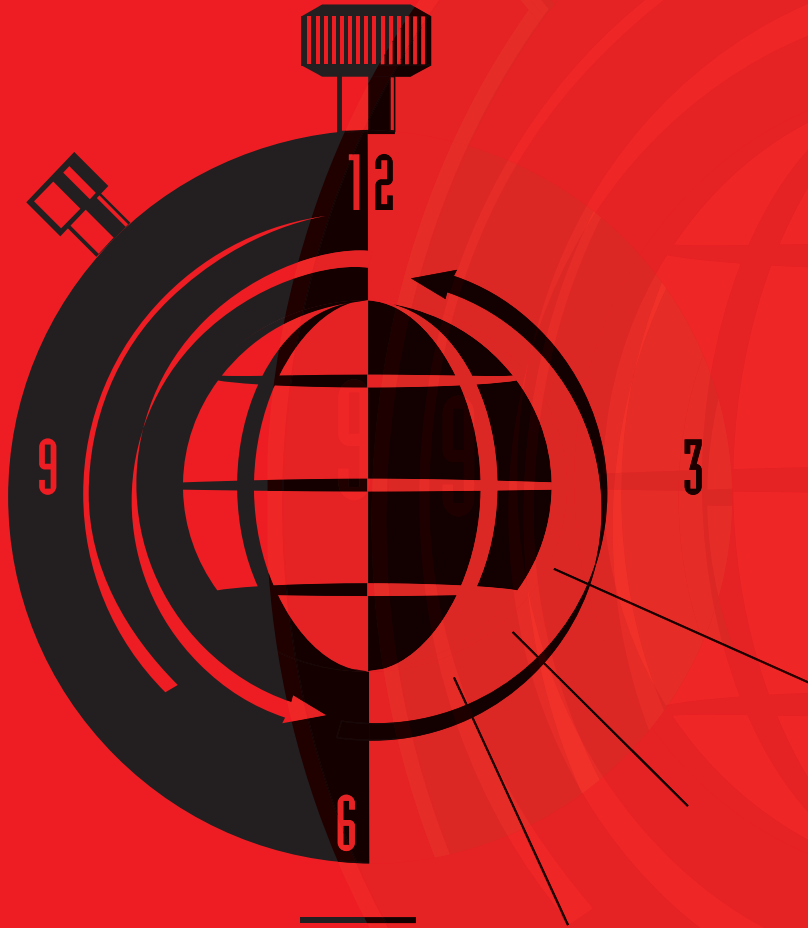


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CELEBRATING
35 YEARS!

THINK ON YOUR FEET®



Why our global associates
love facilitating
THINK ON YOUR FEET®

*Join the
Club!*

CANADA



Susan Gregory

“ I started teaching *Think on Your Feet*® ten years ago. Participants would tell me how important this skill is, and that they often have the need to think on their feet. Now, people tell me they need to think on their feet **ALL THE TIME**. Each time I lead it, it's fresh for me because I see how useful it is within a different context. My own skill continues to be refined by my daily use of the techniques.

“

In one word: **IMMEDIATE!** In a very short period of time, participants learn the basics of plans, tools and strategies and will actually be use them to be more clear, brief and impactful in their communications. For example, on the first morning participants will have mastered the basics of four communication plans and two support levers and will have used them successfully in a group setting. Nothing more exhilarating for a facilitator to witness not only personal transformation, but to see participants coach and learn from each other!



Sal Polletta

“

As a trainer/facilitator I have to believe wholeheartedly in what I am delivering to participants. This is a course that I use every day in my personal life and business life, and therefore believe that participants will have the same success by learning and applying these techniques.

Educate, Entertain, Empower: This is what I believe is the role of the facilitator and the *TOYF*® course. We **EDUCATE** participants to help them learn and build new communication skills and applications. We **ENTERTAIN** participants to create a learning environment that is fresh and dynamic so that learning happens easily. Finally we **EMPOWER** participants with skills that effect change, to grow personally and contribute corporately.

Sally Bevis

“

It's rewarding to lead a workshop where the results are instant, with participants learning and applying skills that they can use immediately back at work, or personally. While it is challenging to organize one's thoughts using new frameworks, the program design allows for people to build confidence with lots of practice over the two days. It's so practical, I've had many participants ask me, "Why was this not provided in school?" or "I wish I had this earlier in my career!"



Susan Lynne



Think on Your Feet® is a fun and rewarding course to facilitate. It is a well-designed program that creates a great learning environment. I believe the test for a quality training program rests with the range of participants that find the course relevant. I have delivered *Think on Your Feet*® to a wide variety of participants, ranging from front-line construction workers to Fortune 500 companies. The evaluations from participants consistently praise *Think on Your Feet*® as a terrific learning experience, which provides them with skills they can begin using immediately."

Rhonda Caldwell



I love teaching *Think on Your Feet*® because participants are engaged from start to finish. Many participants have told me that *TOYF*® is the most relevant and actionable training they ever attended. As a trainer, it never gets old because each group makes the content come alive with their specific examples and challenges. It is highly empowering training!

Kathryn Peterson



As a **Facilitator** for *Think on Your Feet*®, I love the transformation that occurs in a very short period of time. Once the structure is in place, the confidence and excitement follow right behind. I value and understand the impact of effective communication as do most industries these days. The level of engagement and participation from the audience reflects this.

As a facilitator, I am aware of the importance of clarity, brevity and impact. As a result, I am reminded to regularly check-in with myself.

Overall *TOYF*® provides the opportunity to immediately implement a new set of tools to improve your overall communication both in your personal and professional environment.

Karen Kelly



Think on Your Feet® is a dynamic workshop that helps participants organize their thoughts. It is a rigorous program that enables the learner to practice the techniques soon after learning them. The different plans are key strategic approaches that give the learner an opportunity to package the message while keeping in mind the importance of clarity, brevity and impact. It is rewarding to watch learners adopt the strategies and add creativity to how they share information.

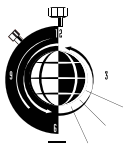
Kristel Gracias



Teaching a course like *Think on Your Feet*® is amazing. Participants often start the program feeling apprehensive. Half way through the course, you can feel the positive energy and engagement rising steadily in the room. By the time we get to the end of the program, they are so delighted with the skills they have acquired, their fears have disappeared. The beauty of *Think on Your Feet*® is 100% dependent on the quality of the content, the simplicity and variety of the six plans, and the focus on practice, practice, practice. I've taught many different programs and I find myself always relying on the tools and strategies *TOYF*® offers to ensure I am clear, focused and able to make a difference with my students.

Martha Muzychka





UNITED STATES



“It was such an honor to be chosen as one of my company’s internal **Think On Your Feet**® facilitators. I have so enjoyed connecting with many of my coworkers on a higher level than I ever could in our typical meetings, by teaching them the skills of Clarity, Brevity and positive Impact. Everyone says to me after each course that this is the best course they have ever taken, not only because it is so engaging and interactive, but mostly because it is a life skill that they can use in any professional role and also in their personal life. Our organization has benefited greatly from now all “speaking the same language” where we waste less time talking in circles.

Tracy Graf (Denver, CO)

“Our employees love Think on Your Feet® because the content is easy to understand, so practical and relevant to their everyday work. Our leadership loves **Think on Your Feet**® because it meets a need: teaching technical experts to communicate to upper management without speaking over their heads.

Michael Petty (San Diego, CA)

BERMUDA



“Some of the things that come to mind are:

- Not remedial training, it is more strategic and a powerful tool
- That you can start to see improvement through the two days – some more than others but you definitely see movement in the right direction which is really enjoyable as a facilitator
- That you can do this session with senior executives and it is beneficial for them
- Great materials!

Claudia Philipsz

CANADA. UNITED STATES.
BERMUDA. ROMANIA. UK. POLAND.
ITALY. SINGAPORE. AUSTRALIA. JAPAN.
MALAYSIA. CHINA. NEW ZEALAND. HONG KONG. INDIA.



“

It's been 15 years already since I started to facilitate *Think On Your Feet*® and I am still enjoying it. This has to do mainly with the participants' reaction to it. They always say they can use it immediately, that is memorable and that they feel more confident with their communication skills afterwards. On the other hand I love it also because I know that *Think On Your Feet*® does not only addresses the end result, that is your verbal skills, but also its foundation: thinking and organising ideas in order to convey meaning and influence.

Lucian Mihai (Romania)

“

I love delivering *Think On Your Feet*®. It's refreshing to lead a workshop where the results are instant, with participants learning and applying take-away skills that they can use immediately back at work, or personally.

Beccie Varney (UK)



“

Think On Your Feet® is rewarding to deliver because the participants see how they can apply their new skills immediately in nearly every business situation. I personally enjoy it because the objectives and criteria are crystal clear, the course is well structured, and yet there is still room for creativity.

Laura Klos Sokol (Poland)



“

Whenever I facilitate a *Think on your feet*® workshop I experience three phases of an exciting process: anticipation, discovery and awareness.

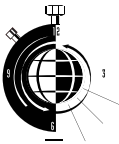
Anticipation occurs before the workshop, as I learn about participants, their company roles and their communication needs. At this time I already foresee the ways in which the course will help them. Discovery takes place during the training as I notice participants appreciate with pleasure the power and ease of application of the tools provided by the course.

Awareness is the final and most satisfying step, when I see participants becoming aware of their improvements after only two days of work.

As a trainer it is always a delight to experience the above process, knowing the many real benefits that participants will receive.

Domenico Pugliese (Italy)





EMEA

“

I love training **Think on Your Feet®** because of the people, the process and the possibilities.

The people - I see a wide variety of delegates on **TOYF**, and each person has their own challenges with communicating under pressure. I love that by the end of the workshop everyone is much more confident and credible in their on-the-spot communications.

The process - TF teaches a very simple process by which delegates can quickly assemble their thoughts and respond to tricky questions quickly and coherently. The power of the process lies in its simplicity and its ease of use in a wide range of situations.

The possibilities - I love the that **TOYF** “does what it says on the tin” by which I mean that it really does teach people to think quickly and respond with clarity, brevity and impact in unexpected situations, and so the possibilities with the application of the process are endless!

Joanne McKibbin (UK)



ASIA PACIFIC

“

I love helping participants discover they know when they don't know that they know.

This is a wing-it quote... something I say in class all the time.

You know.

But you don't know that you know.

TOYF® techniques help you know that you know!!!

Magdalene Sik (Singapore)



“

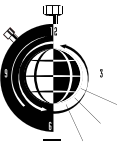
Many participants said to me that “I wanted to attend this workshop earlier! If I had, my work would definitely have been better. It was the best workshop I've ever attended.”

I say “With **Think on Your Feet®**, we can find the best balance of logic and creativity when organizing Your thoughts. The earlier you attend the workshop, the better for a more satisfying working life!”

Keigo Takada (Japan)



CANADA, UNITED STATES,
BERMUDA, ROMANIA, UK, POLAND,
ITALY, SINGAPORE, AUSTRALIA, JAPAN,
MALAYSIA, CHINA, NEW ZEALAND, HONG KONG, INDIA,



“

I like leading *Think on Your Feet*[®] because:

1. It is fun and easy to teach
2. Groups find it easy to learn and easy to apply
3. It works and can make a big difference to people's lives and careers
It certainly did mine!

This is part of my opening for most workshops I run – and I then have a few specific examples of where *Think on Your Feet*[®] worked for me.

David Lambert (*Hong Kong*)

“

Why do I love facilitating *TOYF*[®]? This is an easy answer - because it works...simple as that! As a facilitator, the feedback I get from participants is that they are able demonstrate and apply their new found 'on their feet' skills immediately back in their workplace.

That's quite different from my own experience as a participant on other workshops, where I would often enjoy the training but then struggle to apply the new skills back in the real world of my workplace. So, in theory the new skills were great but the practical reality was they were difficult to apply.

So why does *Think on Your Feet*[®] work? The workshop experience is highly practical with lots of 'hands-on/brain engaged' interaction between participants as they learn how to answer their own tough/difficult questions and issues, and at the same time you can clearly see them having fun doing it - especially when the 'light' goes on!

Put simply, it works!



Phil Day (*Australia*)

“

Think On Your Feet[®] is one of my favorite workshops to teach for 3 reasons:

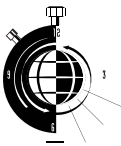
1. It enables my own speaking skills. As a learner, I practice a lot with those *TOYF*[®] plans and techniques to see it really works. After half year practicing, I indeed feel that it really helps me when I want to share my ideas to others under pressure, which brought me huge confidence to communicate with different people.
2. It enables my facilitating skills. *TOYF*[®] is my first program to teach as a professional trainer. I learned quite a lot of skills about how to engage participants either through the facilitator menu or other senior facilitators. The simple tools and interesting activities from this course made the teaching and learning really into a fun.
3. It enables my learners. During the workshop, many learners find that this program is very practical and they can apply these skills immediately after the workshop, which proves the true value of this program.

Tracy Liu (*China*)

“

I love delivering *TOYF*[®] because of the very obvious improvement participants achieve by the end of the workshop.

Jim Center (*New Zealand*)



“

My mission for *Think On Your Feet*® is to help **GROW** people, so that they can **GLOW** and **GROW** others when **Speaking, Marketing and Writing** with **Clarity, Brevity and Impact**®.

Cheok Kau Khoo (Malaysia)

“

It's a unique training course that I can always notice immediate and obvious changes among students in every class. They like this training as it's not only a great course which is easy to understand and to practice even during the training sessions, but also a powerful tool kit to deal with various communication situations they often encounter at work.

As a facilitator, I've had a lot of fun, too. And it's also very encouraging to see that I've been making continuous progresses together with my students in both facilitation and communication skills when conducting the trainings.



Ryan Yan (China)

“

Why do I love to deliver *Think On Your Feet*®? Because it is easy and practical for my participants. As an experienced trainer with more than 13 years of facilitating experience, I find that some courses are just too complicated for the participants to master right away in class. Meanwhile, in some other courses, the knowledge and skills are difficult to be applied to the real world. *Think on your Feet*® can well overcome these two disadvantages. You can see the instant and significant behavior changes in the participants and all of them just can't wait to use the plans back at work.



Kannan Wang (China)

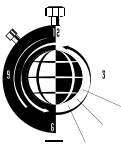
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Across every run of *TOYF*®, its robustness and universality stands out. The simple, logical concepts are fairly easy to grasp and practice. It isn't long till participants realise that they can use their new skills straight out the door! Its universality has allowed it to stand the test of time. It remains applicable, relevant and popular, across different organisations in any industry. Being in the middle of it all is a reward in itself! Helping my participants navigate the concepts always yields familiar results, with new insights!

TOYF® is more than just a programme : it is me. When I go out there, I represent. When I give my participants *TF*®, I give them me. By the time I'm done, they become the programme. If the programme/s you're running isn't like that, find a new one!



Ibrahim Mariwa (Malaysia)



“

Delivering the **Think on Your Feet®** program really assists individuals to create confidence with their communication and deliver an intelligent response, every time! The reward for facilitating this program is watching the confidence and capability of students.

Narelle Goodfield (Australia)



“

I love training **Think On Your Feet®** because it practically teaches itself. On the one hand, as a trainer, I believe that the course itself is well constructed, is highly applicable and students leave with immediate practical skills. On the other hand, for the students, they clearly see the benefit and always leave immediately transformed. As one National Sales Manager put it “It gives my team the confidence to deal with strongly opposing views diplomatically, thereby building their self-confidence and consequently creating rapport and good business relationships, which results in successful outcomes for everyone.” So **Think on Your Feet®** offers a win-win for all involved and also contributes consequential skills such as time-management (being clear, succinct and memorable), improved structured presentations and great business writing techniques. What's not to love?!

Fee Hosking (Australia/New Zealand)

“

Of the many courses I have taught over the years, **TOYF®** is the one training that consistently gets high evaluations and positive feedback. Participants see immediate value in the techniques, quickly gain confidence in their use and find they can apply them effectively on their return to work.

Anthony Brophy (Hong Kong)



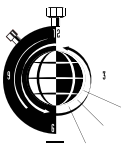
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I like training **Think on Your Feet®** for three reasons:

1. It's fun – fun helps people get beyond their anxieties and relax – this creates greater capacity to take on the new information and skills
2. It's well-structured – it moves from simple to more complex structures in a good gradient – this allows the benefits of stepped mastery, confidence building, and retention
3. Participants experience demonstrable results within the first morning – this is encouraging, confidence building, and capacity building.

Tim Higgs (Australia)





“Without trying to sound like an Apple ad, “It just works!” Time and time again, I have seen people arrive on my **TOYF**® workshops with intrepidation about responding to questions, and then blossom into confident and articulate speakers. I also get the highest amount of post-course contact from participants saying that they have won their jobs, thanking me or just telling me how it has changed their lives. One example, was a mature woman who had avoided public speaking all her life, who stood up at her son's wedding and delivered a short ‘clock’ plan speech. She emailed me to say that she stood away from the lectern, didn't use notes and spoke coherently. Her friends congratulated her delivery, her son referenced her words in his speech saying how proud he was of his Mum, and she wished that she had done the **TOYF**® workshop years ago.

Eric Leape (Australia)

“

1. Within minutes people realize it is quite simple. Within hours they believe they can do it. By the end they are inspired to do it
2. It engages people's brains, hearts and souls
3. Participants can quickly see how it helps them in their social, business and family life
4. It works whether the participants are from Asia, Africa or the West
5. It helps people for specific real work situations, more broadly in their career, for their whole life
6. It helps people with their awareness, skill and confidence
7. From the perspective of the attendee it is fun and valuable. From the perspective of the attendee's sponsor it makes measurable difference to their performance. From the perspective of the facilitator they can see the change take place before their eyes.

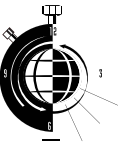


Keith Dugdale (Australia)

“

Yes, I'm in love with **Think on Your Feet**® myself when I was a participant. I love teaching the workshop because I can see the immediate “wow” reactions and the happy faces from the participants when they see the differences before and after using the skills and tools. Some participants came back to tell me that they had improved their performance after using the skills & tools.

Wallance Ma (Hong Kong)



“

If the right people get support for the right ideas, then everyone succeeds. Everyone who attends **Think on Your Feet®** develops the skills to do just that. And everyone should attend.

I've facilitated hundreds of **Think on Your Feet®** workshops; each one is different, dynamic and all about what the attendees would like to achieve. After spending my whole career in learning and development, it's a great week when I have a **Think on Your Feet®** program in my schedule. A fabulous program.



Pam Harris (Australia)

“

I have always been motivated to run workshops that continue to give me personal value. The other compelling consideration for me is instant results for participants in their context.

I love delivering **Think On Your Feet®** as it has helped me to be precise and coherent through structuring my over-imaginative thinking. Earlier I would lose focus as my creativity would lead to shifting tracks without clear direction for the listener. Besides the huge benefit at work, particularly when making a business pitch, **TOYF®** has been a massive parenting aide in making my conversations with my teenage boys a lot more meaningful.

It's music to ears when participants share how they have used many of the **TOYF®** techniques in real life, but often lost opportunities due to unstructured outpouring of thoughts and information. Exercises in **TOYF®** are easily adapted to real-life situations faced by participants for higher relevance.

TOYF® framework helps the reticent, process-oriented, subject expert to parse thoughts into a logical flow of digestible chunks, and also an appreciative yet persuasive way to explain their point of view. The gregarious, voluble sales person learns to communicate with precision and brevity—and avoid the trap of selling past the close. In an increasingly complex world, **TOYF's** value grows through its simple and engaging framework which has applications across industries and function.

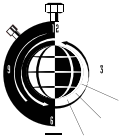
Rahul Baswani (India)

“

The participants who have attended the **Think on Your Feet®** programs I have facilitated come from all walks of life and professions. Individually they have specific knowledge and expertise and what I love about the program is that they walk away with real-life skills that allow them to explain, defend and ethically “sell” their great knowledge and expertise to others.



Peter Twist (Australia)



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