



Example of Tiamo's Keynote Concert Outline for Corporate Employees©

The Fear Freedom Formula:

How to Become Fearless in the Workplace and Elevate the Customer Experience©

Opening of Speech

Welcome:

You are the true everyday heros.

Conference "Live Well San Diego" theme:

--Thriving vs surviving.

Pattern Interrupt:

1) Stand if you've ever...

-- Been hurt by someone you love

-- Felt under-appreciated or under-valued

-- Felt mistreated or even discriminated against

Look around you and see that you're not alone

Compassion and empathy in the workplace

2) Turn to a neighbor and say "I see you".

Transition:

--How many of you admit that you are imperfect?

--Share my most embarrassing moments

* Sing "Perfectly Imperfect"

Body of Speech

Story #1 (open nested loop):

Piano story

Message:

-- Face your biggest fears. Suppressed fears expand, unsuppressed fears dissolve.

-- What we resist, persists

Message Maximizer:

Fear freedom formula

1) Discover

2) Dissolve

3) Detach

Exercise:

How many of you are in customer service and why?
Take a few comments

Transition:

People will forget what you said, people will forget what you did, but people will never forget how you made them feel.

Story #2:

Becky story (Be The Change)

Message:

Changing the world starts with changing someone's world

Message Maximizer:

--Tie into their emotional intelligence theme for customer service

--H.E.A.R.T. vs H.E.A.D in customer service:

H= Hurry up

E= Ego

A= Arrogance

D= Disconnected

H= Helpfulness

E= Expertise

A= Attentiveness

R= Respect

T= Timeliness

Exercise:

Give 2 neighbors a hug. Hold eye contact for at least 3 seconds.

Transition:

--There is only love. Everything else is your resistance to it.

* Sing "Be The Change"

Story #3:

Guitar story

Message:

Your destiny is found by the path you took to avoid it.

Message Maximizer:

Never die with your music still inside you.

Exercise:

Tell your neighbor about a passion or dream that you've been neglecting.

Transition:

Show video clip

Story #4 (stand out story):

2 people in audience story

Message:

--The Adversity Advantage

--Adversity causes some people to break, others to break records.

Message Maximizer:

Life begins at the edge of your comfort zone.

Exercise:

Give 2 neighbors a high-five and say "you got this"

Transition:

* Sing "Butterfly"

Close of Speech

End of open-nested loop story:

Piano story (part 2)

Boomerang message:

Fear is the only thing in the world that gets smaller as you run toward it.

Thank you:

Honor them for their work, dedication, and impact

* Sing "Home"

Big takeaway:

This is your community. Make your customers feel at home.