

# NEWMEMORY TRAINING CATALOGUE

WORKSHOPS DESIGNED TO EXCEED  
YOUR TRAINING OBJECTIVES.

Train intentionally, not habitually



**NEWMEMORY**

Professional Development Training  
Leadership Consulting and Coaching  
Keynote Speaking

# ABOUT US



## EMPOWERING OUR CLIENTS

Newmemory has been operating in Australia and Overseas for over 26 years. We think it's time to rethink Professional Development. We create lasting change and impact by weaving storytelling, laughter and challenging activities into our sessions. We ensure the learning creates lasting change.

Because we ask the right questions from the outset, our courses are developed to achieve your operational goals and delivered in a way that resonates with your individual audience.

We create environments that encourage openness and deliver inventive content with wit and edge to get results. It's fun, it's relevant and it makes a difference.

# OUR TEAM

NEWMEMORY

## GUY NEWMAN

FOUNDER

Our Founder & Director, Guy Newman, is an Olympian, International keynote speaker, corporate trainer, memory and mindset expert, and serial entrepreneur. Guy has written over 25 workshops that are conducted worldwide to over 1 Million students. He has trained Oscar winners, CEO's, Olympic Athletes, Cirque de Soleil acrobats, Professional Sportspeople, Businesspeople, and Entrepreneurs.

With a passion for understanding how humans learn, Guy uses over 40 years of training experience and countless qualifications, including HBDI, MSCEIT, NLP, and much more, to deliver learning that is engaging and makes a lasting impact.



# OUR TEAM

NEWMEMORY

## MICHELLE HUNTINGTON

Michelle Huntington brings the precision of aviation leadership to corporate excellence. Drawing from her distinguished career as an Airline Captain and expert trainer, she transforms how organisations approach performance, leadership, and decision-making. With extensive experience commanding aircraft and crews, Michelle provides tested strategies from one of the world's most demanding environments. Her unique combination of aviation expertise, Human Factors knowledge, and qualifications in NLP and emotional intelligence (MSCEIT) enables her to address complex organisational challenges with practical solutions. A compelling TEDx speaker on mindset, Michelle harnesses 23 years of aviation experience to illustrate crucial business principles through powerful storytelling.

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# SENIOR LEADERS PROGRAMS



## SENIOR LEADERS NEED DEVELOPMENT THAT MATCHES THE LEVEL OF RESPONSIBILITY THEY CARRY.

**The problem:** Off the shelf leadership training rarely solves the real issues senior leaders face. At this level, the challenge is often not knowledge. It is alignment, judgement, influence, culture, and leading clearly when the stakes are higher and the room is more complex.

When senior leaders are unclear, inconsistent, or overly reactive, the effect spreads fast. Teams lose trust, change stalls, performance drops, and culture becomes harder to shift. This program is designed to strengthen the thinking, communication, and leadership behaviours that drive stronger outcomes across the business.

Using evidence-based principles from neuroscience, emotional intelligence, and leadership practice, these programs help senior leaders lead with more clarity, credibility, and impact. Programs can be delivered as a one-day workshop, a tailored series, or a longer development program.

### Workshop topics can include:

- Building leadership authority
- Developing the character traits people want to follow
- Confidence and assertiveness
- Building leadership credibility
- Engaging, inspiring, and leading through communication
- Advanced presentation skills
- Storytelling for leaders
- Navigating difficult conversations
- Coaching and Mentoring others for performance
- Creating a culture of psychological safety
- Leading diverse people and skill levels to get the best performance
- Critical thinking
- Innovating through assumption busting
- Decision-making
- Leading productivity and outcomes
- Creative conflict and Innovation for success
- Leading others through change
- Cultural change programs, and more



*I have received fabulous feedback about the course 'one of the best courses' people have been on - and people (including myself) are putting what we have learnt into practice! Thank you so much for such a terrific day of learning!*

**- Catherine James, Head of Legal, Challenger**

# EMERGING LEADERS PROGRAMS

COURSE OUTLINE



STEPPING INTO LEADERSHIP IS ONE OF THE BIGGEST TRANSITIONS IN A CAREER.

**The problem:** Many people are promoted because they perform well, communicate well, or are trusted by the team. That does not automatically mean they know how to lead others. The shift from peer to leader can be awkward, uncertain, and full of pressure if people are not given the right support.

Without a clear foundation, new leaders often overcompensate, avoid hard conversations, struggle to build authority, or fall back into doing instead of leading. This program helps emerging leaders make that transition well. It builds the character, communication, and leadership skills that help people earn trust and lead with confidence.

These programs combine practical leadership tools with a deeper understanding of how people think, respond, and perform. They can be delivered as a single workshop or developed into a broader leadership pathway.

## WORKSHOP OUTCOMES

- Moving from peer to leader or stepping into a new leadership role
- Building leadership authority
- Developing character traits that make others want to follow
- Confidence and assertiveness
- Building leadership credibility
- Engaging, inspiring, and leading through communication
- Coaching and mentoring others for performance
- Creating a culture of psychological safety
- Leading diverse people and skill levels
- Critical thinking and Innovating
- Decision-making
- Leading productivity and outcomes
- Creative conflict and Innovating for success
- Leading others through change
- Presentation and storytelling skills
- Navigating difficult conversations

“ I have personally appreciated the way you have built connection with the group and developed them over the past 6 months. The success of the program will be measured in years to come and how this group of leaders take the next step, but I will say they have certainly been given a great head start due to your leadership, coaching and mentorship. I couldn't have been happier with how you delivered the content, and we will be very happy to engage you further in the future.”

- **Dean Surkitt, Managing Director - Bell Potter**

# TIME MANAGEMENT

COURSE OUTLINE



## BEING BUSY IS NOT THE SAME AS BEING PRODUCTIVE.

**The problem:** time is lost to constant interruptions, task switching, unclear priorities, unnecessary meetings, and inbox overload. People stay in motion all day, yet still finish feeling behind. That affects productivity, focus, stress levels, and the quality of work being delivered.

This workshop helps participants take back control of how they work. They learn how to identify unhelpful habits, manage attention more effectively, prioritise with more clarity, and reduce the everyday behaviours that quietly drain time and energy. The result is better output, less stress, and a more sustainable way of working.

### WORKSHOP OUTCOMES

- Discovering misunderstood concepts around time
- Removing major time wasters, including task switching and “shaking the box”
- Analysing and replacing unhelpful time habits
- Using ‘NASA’ breaks to improve mental capacity and output
- Slowing the perception of time and reducing stress
- Adjusting the day to work with natural productivity fluctuations
- Breaking the priority myth and prioritising more effectively
- Managing the expectations of others professionally
- Learning how to say no without saying no
- Controlling the email beast
- Increasing motivation
- Understanding why to-do lists matter, but are not time management on their own
- Achieving better life balance
- Applying a four-stage process to increase productivity
- Delegating more effectively
- Reducing time theft from meetings, interruptions, and waiting

“There is a 100% correlation between the people who took your time management workshop seriously and applied it and the people who got promoted last year. 100% correlation.” - **Mike NT Lend Lease**

“Guy Newman is by far the most amazing presenter i have ever encountered in training. His content is thorough, he is engaging and encouraging and enables us to believe that we can implement small changes to improve our time management skills and work effectiveness. - **Woollondilly Council**

# CRITICAL THINKING + A.I.

COURSE OUTLINE



CRITICAL THINKING IS ONE OF THE SKILLS THAT WILL KEEP GETTING MORE VALUABLE AS WORK GETS MORE COMPLEX.

In many businesses, people move fast, rely on familiar thinking, and default to the first workable answer. That can lead to poor decisions, missed opportunities, weak innovation, and wasted effort spent solving the wrong problem. A.I. needs to be implemented with an increase in Critical Thinking, or we in danger of blind (and incorrect) acceptance.

The World Economic Forum has identified analytical and creative thinking among the most in-demand workplace capabilities, and reported in 2023 that 44% of workers' core skills were expected to change by 2027.

This workshop helps people slow down the right part of the process. Participants learn how bias, habits, and mental shortcuts shape judgement, and how to challenge those patterns to improve problem-solving, decision-making, and innovation. With practical techniques grounded in current understanding of the brain, they leave better able to question assumptions, expand their thinking, and create stronger outcomes at work and in everyday life.

## WORKSHOP OUTCOMES

- Thinking backwards before thinking forwards
- Understanding what happens when we rush forward to solve problems
- Thinking about your thinking
- Reviewing current problem-solving habits and what to adjust
- Understanding rutted paths of thinking
- Recognising how organisations get trapped in old patterns
- Thinking laterally
- Busting assumptions
- Solving problems using different frameworks
- Innovating and thinking differently
- Building a decision making algorithm
- Using A.I. to increase critical thinking

“*The key learnings were very appropriate to tasks I am currently working on in my role. I have had to apply a lot of problem solving, and get engagement from a lot of stakeholders. This workshop helped me assess the work I have been doing and gave me strategies to do this more effectively. It was helpful learning how to more effectively communicate with managers and I also found it helpful learning about self-confidence as this is something I struggle with.*

– **Lend Lease**

“*Incredibly engaging day where we challenged the way we think and act with every activity. I do think that because it was so engaging and self critical that it will have a positive impact to how we approach our every day lives/work.*

– **Lend Lease**

# RESILIENCE & ANTI-FRAGILITY

COURSE OUTLINE



PRESSURE IS PART OF MODERN WORK. STAYING EFFECTIVE INSIDE IT IS A SKILL.

**The problem:** Many people are carrying too much stress for too long. When that happens, communication drops, patience shortens, decision-making gets worse, and performance becomes harder to sustain. In teams, unmanaged stress can show up as conflict, withdrawal, poor judgement, reduced energy, and burnout.

This workshop helps people understand stress more clearly and respond to it more effectively. It goes beyond simply coping. The goal is to help participants build resilience and move toward anti-fragility, where challenge isn't just managed, it becomes something to grow through.

Participants learn where stress really comes from, how pressure affects behaviour, and what practical shifts help reduce overload, improve performance, and thinking, and wellbeing over time.

## WORKSHOP OUTCOMES

- Dissecting and understanding stress
- Understanding where much of our stress comes from
- Recognising who we are under pressure
- Understanding optimal levels of stress for performance
- Applying proactive mindset principles for resilience
- Changing your language to change your stress response
- Changing your focus
- Understand what science shows about reducing cortisol
- Following activities and routines that support healthier stress levels
- Building and implementing an ongoing resilience plan

“*The Resilience session was the most useful training session that I've ever been on! I immediately started to use what I'd learnt and it's making a difference as to how I communicate with my clients.* - **Sue Mieog, Director, Boutiques Partnerships, Fidante**

“*I really enjoyed Michelle's story and her workshop on Anti-Fragility. What I really enjoyed was the Emotions vs Feelings workshop especially on being proactive and less reactive.* - **Edge Early Learning**

# PRESENTING WITH CONFIDENCE & IMPACT

COURSE OUTLINE



STRONG IDEAS LOSE VALUE WHEN THEY ARE NOT COMMUNICATED WELL.

**The problem:** people are expected to present, pitch, lead meetings, or speak up in front of others, yet few have been taught how to do it well. Nerves, poor structure, over-reliance on slides, and lack of audience focus can weaken the message and reduce impact.

Delivered by a Global Keynote speaker, this workshop helps participants become more confident, clear, and effective presenters. They learn how to structure a message, engage an audience, speak with more control, and deliver with greater confidence and presence. The focus is practical, so participants leave with tools they can use straight away in meetings, presentations, and everyday speaking situations.

## WORKSHOP OUTCOMES

- Overcoming fear and building confidence
- Starting with objectives before content
- Analysing the audience and speaking to their needs
- Structuring a presentation effectively
- Creating strong introduction hooks
- Wrapping up like a professional
- Being memorable and having greater impact
- Using visuals to support, not replace, the message
- Applying confident and interactive delivery techniques
- Telling stories effectively

“Everybody thought I delivered a knock-out presentation including all the managers. Would you believe, I actually felt like I had total control from start to finish? I didn't stutter, I didn't get nervous, no pounding heart beats or anything. I mean WTF???” – **Sammy Fahridin, Challenger**

“There are very few people who can fully satisfy a large team of extroverted personalities, but Guy did this like no other. We will continue to ask Guy to train our teams as his training is always tailored for our business, he always arrives with and maintains 100% energy throughout the day, and our employees thrive by putting their learnings into practice”  
– **Yvette Thompson, Industry Sales Manager, Intrepid Group**

# STORYTELLING FOR LEADERS

COURSE OUTLINE



PEOPLE REMEMBER WHAT THEY FEEL, NOT JUST WHAT THEY HEAR.

**The problem:** Leaders are often full of insight, but struggle to communicate in a way that lands. Facts alone rarely move people. Without story, messages can feel flat, forgettable, or overly corporate, especially when leaders are trying to build trust, inspire action, or bring people with them through change.

This workshop helps leaders use storytelling to communicate with more clarity, connection, and influence. Participants learn how to shape a message, structure a story, and deliver it in a way that engages both the head and the heart. It is ideal for leaders who want to become more memorable, more human, and more effective when they speak.

## WORKSHOP OUTCOMES

- Structuring a story clearly
- Engaging an audience from the start
- Using silence and timed pauses to create impact
- Using visuals to guide and support the story
- Choosing language that inspires and unites teams
- Creating emotional connection with the audience
- Using hooks and tie-backs effectively
- Building confidence in delivery

“I noticed a very interesting tactic you used that I absolutely admire about you - the fact that you share so much about yourself and your experiences and people you surround yourself with - and that makes it easier to identify with the learnings you are offering. How you put yourself in the scenario to assist the topic to be more real and trigger different thought patterns. I love how you are so absolutely observant and open, honest and in the moment”  
- **Lezanne de Koning, Distribution and Customer Care Manager, Baxter**

# CUSTOMER CENTRICITY – EXCEED EXPECTATIONS

COURSE OUTLINE



CUSTOMERS MAY FORGET THE DETAILS, BUT THEY REMEMBER HOW THE INTERACTION FELT.

**The problem:** Customer service often breaks down under pressure. Difficult conversations, emotional customers, poor communication, and rushed responses can quickly damage trust and loyalty. Many teams are expected to deliver excellent service without being given practical tools for handling real customer behaviour in the moment.

This workshop helps participants build stronger customer interactions by improving emotional intelligence, communication, and response under pressure. They learn how to read customer needs more accurately, build rapport more quickly, manage challenging interactions more professionally, and create an experience that leaves the customer feeling understood and well handled.

## WORKSHOP OUTCOMES

- Service | Experience | Centricity - What are they?
- How would Disney run your company?
- Understanding the biological responses in people
- Developing more emotionally intelligent responses to customers
- Identifying the core expectations and skills required to deliver strong service
- Following OUAA to create better customer experiences
- Engaging customers with understanding before solutions
- Controlling the interaction more effectively
- Delivering bad news professionally
- Managing difficult interactions
- Staying motivated and giving your best consistently

“First of all, instead of dreading the difficult, aggressive complaint calls I was eager to get some. There is one client we have with Customer Care who always comes up with some challenging customers on the weekend. Well I am very pleased to say that the training stuck. I was able to match the caller’s energy, I was able to ascertain what they wanted and how we could help best. I came off that call with a satisfied customer and feeling good about myself. This is only one example of the climate change that is taking place in Customer Care since your training. We are all encouraging each other and listening in for tips and giving assurances along the way. We rarely get a training that has the whole team so eager to implement what they have just learned” – **Nandan Cox, CoverMore**

# COMMUNICATION COURSE OUTLINE

# CULTURE



GOOD COMMUNICATION IS NOT JUST ABOUT WHAT YOU SAY. IT IS ABOUT WHETHER PEOPLE UNDERSTAND, TRUST, AND RESPOND.

**The problem:** Communication breaks down not because people are unwilling, but because conversations are rushed, messages are unclear, and too much is left to email or assumption. That can lead to tension, rework, poor relationships, and people talking without actually connecting.

This workshop helps participants strengthen the human side of communication. They learn how to better understand others, listen more effectively, stay composed when conversations become tense, and communicate with more clarity, influence, and intention. It is practical, widely applicable, and useful across every level of an organisation.

## WORKSHOP OUTCOMES

- Understanding the process of effective communication
  - Describing the role biology and psychology play in communication
- Reading and using body language more effectively
  - Remaining composed when conversations become tense
- Listening with your eyes and improving memory
- Removing ineffective language
- Adjusting to different personalities
  - Focusing on objectives before methods
- Building greater influence
  - Applying a four-step process for greater understanding

“The Effective Communication Skills session was the most useful training session that I’ve ever been on! I immediately started to use what I’d learnt and it is making a difference as to how I communicate with my clients” – **Sue Mieog, Director, Boutiques Partnerships, Fidante**

“Without a doubt that was the best communication skills training, and likely the most enjoyable training, I have been on” – **Chris Chapman, Australian Sports Commission**

# NAVIGATING DIFFICULT CONVERSATIONS

COURSE OUTLINE



DIFFICULT CONVERSATIONS DO NOT GET EASIER BY WAITING.

**The problem:** Hard conversations are delayed, softened, or avoided altogether. The result is often confusion, resentment, repeated issues, reduced accountability, and unnecessary stress for everyone involved. What needed a clear conversation early becomes a bigger problem later.

This workshop gives participants a practical process for preparing for and handling difficult conversations with more confidence, structure, and professionalism. They learn how to manage emotion, stay focused on the objective, respond well to likely reactions, and handle challenging moments without making the conversation worse.

## WORKSHOP OUTCOMES

- Understanding the real reasons people avoid certain conversations
- Building the emotional intelligence skills needed for difficult conversations
- Reframing the conversation before it begins
- Understanding why macro before micro matters
- Setting objectives before methods
- Anticipating likely paths and reactions
- Using questions as a powerful tool
- Knowing where to start, and where not to start
- Structuring the conversation clearly
- Using open and closed questions effectively
- Managing situations where people keep repeating themselves
- Applying OUA in conversations that cannot be prepared for
- Delivering bad news professionally
- Handling mistakes well
- Using tone and body language effectively

“Guy was a fantastic presenter, very knowledgeable and kept everybody engaged for the whole session. Found immense benefit through attending this workshop.”  
– **Graduate, LendLease**

“Hope you're well. Thank you for today's amazing workshop/seminar, one of the best, correction, the best and most informative sessions I have attended to date.”  
– **George Mantoufeh AAPI CPV, CBRE**

# NEGOTIATION – PREPARATION & PRACTICE

COURSE OUTLINE



BETTER NEGOTIATION STARTS WELL BEFORE THE CONVERSATION BEGINS.

**The problem:** People negotiate every day with clients, suppliers, stakeholders, and colleagues, yet many go in underprepared. They rely too heavily on instinct, react too quickly, or focus on positions instead of outcomes. That can lead to poor agreements, missed opportunities, unnecessary tension, and weaker results than were possible.

This workshop helps participants approach negotiation with more structure, clarity, and control. They learn how to prepare properly, define outcomes, ask better questions, and adapt their approach to different people and situations. The result is more effective negotiation, stronger decision-making, and better outcomes without relying on pressure or games.

## WORKSHOP OUTCOMES

- Defining your negotiation approach
- Understanding different negotiation outcomes
- Preparing like the professionals
- Developing position, objectives, and needs
- Creating your TRP and BATNA
- Understanding opening positions
- Creating the right environment
- Focusing on outcomes
- Developing stronger question techniques
- Adjusting to different personalities
- Avoiding language that weakens your position
- Overcoming manipulation strategies
- Applying modern negotiation techniques

“I just wanted to say a big thank you for the negotiation session today. It was honestly the best CPD event I have ever attended. Guy was an effective, engaging and entertaining presenter. I thoroughly enjoyed the session and it was practically relevant.”  
– **Bryndis Moffitt, JKC Senior Legal Counsel**

“When you described emotional and rational responses as being completely different at a cognitive level; so much of my own daily reactive communication made sense in a way I have never understood before. Honestly I had not much sleep before our session this morning as I am preparing for finals with my MBA; this time on ethics. Somehow, you kept my attention the entire time; and gave me enough energy to have a great afternoon too.”  
– **Paul Connolly, VGA**

# COACHING & MENTORING

COURSE OUTLINE



## TELLING PEOPLE WHAT TO DO IS NOT THE SAME AS HELPING THEM GROW.

**The problem:** Capable leaders are expected to develop others, but have never been shown how to coach or mentor well. That often leads to too much telling, not enough listening, and missed opportunities to build confidence, ownership, and capability in others.

This workshop helps participants develop the skills to guide, support, and grow the people around them more effectively. They learn how to coach without taking over, how to mentor with purpose, and how to create the kind of environment where people reflect, learn, and improve. The result is stronger development conversations, better performance, and more empowered people.

## WORKSHOP OUTCOMES

- Understanding the difference between coaching and mentoring
- Knowing what helps people learn and improve
- Understanding why telling does not teach
- Creating a comfortable environment for development
- Using the GROW and SMART models to coach
- Encouraging self-assessment and self-correction
- Inviting suggestions and better thinking
- Building commitment
- Listening like a coach
- Using the Roll the Marble process
- Getting buy-in
- Creating psychological safety by removing judgement

“*In all honesty I had pretty much given up on the personal development industry, all the regurgitation of other people’s materials and the seemingly unattainable image of success generally spouted by those in the industry. You are breath of fresh air, incredibly knowledgeable and with not a whiff of bravado or false pretence about you. Thank you for being wholly and souly you! It was such a pleasure and honour to share your space for 2 days*  
– **Nadene Metcalfe, Elders**

# CREATIVE CONFLICT

COURSE OUTLINE



CONFLICT HANDLED WELL IMPROVES OUTCOMES.  
CONFLICT AVOIDED OR HANDLED BADLY DAMAGES  
CULTURE.

**The problem:** People either avoid conflict altogether or handle it poorly when it appears. That can lead to unresolved issues, strained relationships, poor decisions, silence in the room, and a culture where people stop challenging ideas even when they should.

This workshop helps participants understand the difference between destructive conflict and productive conflict. They learn how to stay composed, respond more effectively under pressure, and take part in the kind of conflict that improves thinking, strengthens relationships, and supports a healthier team culture. The goal is not more conflict. It is better conflict.

## WORKSHOP OUTCOMES

- Understanding conflict and why people avoid it
- Recognising how we respond during conflict
- Knowing when conflict is useful and when it becomes damaging
- Creating above-the-line conflict
- Identifying which of the four conflict approaches you use
- Staying composed under pressure
- Resolving conflict with professionalism
- Understanding psychological safety and how to create it



*I just wanted to say a huge personal thank you for the training course today. It was not only very beneficial regarding conflict resolution it also made me think about myself in a new light, It was motivational and made me want to do better and be better" – **Sarah Walker, VW***

# INFLUENCE & PERSUASION



GETTING PEOPLE TO MOVE IS RARELY ABOUT PUSHING HARDER. IT IS ABOUT UNDERSTANDING WHAT HELPS THEM SHIFT.

**The problem:** Good ideas struggle to gain traction because people do not know how to influence well. They may rely too much on logic, push too hard, or miss the factors that shape how people think, decide, and respond. That can slow progress, weaken buy-in, and make change harder than it needs to be.

This workshop helps participants influence with more awareness, credibility, and skill. They learn how persuasion works, what drives human responses, and how to communicate in a way that helps others consider alternatives without feeling pushed or manipulated. It is practical, relevant, and useful for anyone who needs to gain support, shift thinking, or move conversations forward.

## WORKSHOP OUTCOMES

- Understanding influence, persuasion, and manipulation
- Knowing what you need to understand about people first
- Applying the Volvo principle
- Using neuroscience to strengthen influence
- Understanding sources of power
- Applying the six principles of social influence
- Overcoming common barriers to persuasion
- Framing questions to influence thinking
- Giving others a sense of control



*When you described emotional and rational responses as being completely different at a cognitive level; so much of my own daily reactive communication made sense in a way I have never understood before. Honestly I had not much sleep before our session this morning as I am preparing for finals with my MBA; this time on ethics. Somehow, you kept my attention the entire time; and gave me enough energy to have a great afternoon too."*

– **Paul Connolly, VGA**

# DECISION MAKING UNDER PRESSURE

COURSE OUTLINE



SMART TEAMS STILL MAKE POOR DECISIONS WHEN PRESSURE CHANGES HOW PEOPLE THINK, SPEAK, AND ACT.

**The problem:** When the pressure goes up, decisions often drag. Teams talk in circles, ownership gets blurry, and people wait too long for certainty. What should be a clear call turns into a discussion that keeps going, with no real movement.

A former Airline Captain will give participants a practical framework for making better decisions when time is short and the answer is not obvious. Drawn from aviation and adapted for the workplace, it helps teams think clearly, communicate the call, and move forward with more confidence. The session is interactive and scenario-based, so people leave having used the tool, not just heard about it.

## WORKSHOP OUTCOMES

- Understanding why decisions slow down under pressure
- Recognising the habits that lead to hesitation, drift, and rework
- Learning a practical framework for clearer, better decisions
- Building confidence when information is incomplete
- Reducing circular meetings and repeated discussion
- Clarifying who owns the decision
- Communicating the call more clearly
- Improving alignment across teams and functions
- Building a shared decision-making process that supports clearer contribution and stronger psychological safety
- Applying the framework to real workplace situations
- Leaving with a practical tool participants have already used

“Great techniques to take back to the team and use in everyday practices.  
-**Edge Early Learning**

“I am writing to express my sincere gratitude for the invaluable experience I had during your workshop yesterday. The skills and insights I gained have made a meaningful impact—not only in how I approach my role but also in how I manage myself more effectively under pressure. Thanks to your guidance, I’ve found myself working more efficiently and confidently. The tools and strategies you shared have helped me become a more composed and focused version of myself, enabling me to handle challenges with greater clarity and calm. Your engaging and thoughtful approach to training made the sessions both practical and empowering. I truly appreciate the effort you put into creating a learning environment that was both informative and supportive. Thank you once again for your dedication and for sharing your expertise so generously. It has made a lasting difference. - **Meghan Mangelsdorf, Anglicare SA**

# ASSERTIVE & CONFIDENT – A STRONGER YOU



CONFIDENCE CHANGES HOW PEOPLE SPEAK, ACT, AND RESPOND UNDER PRESSURE.

**The problem:** Insecure but capable people hold back, second-guess themselves, soften their message, or avoid speaking up when it matters. Affecting performance, relationships, leadership presence, and the ability to handle tension or advocate clearly for what is needed.

This workshop helps participants build more genuine confidence and learn how to be assertive without becoming aggressive. They develop a better understanding of how confidence works, how assertiveness shows up in practice, and how to communicate with greater clarity, self-respect, and composure. The result is stronger presence, better conversations, and a more confident way of operating at work and beyond.

## WORKSHOP OUTCOMES

- Understanding the true source of self-confidence
- Building confidence and self-belief
- Recognising when and how to show confidence in different situations
- Defining the difference between aggressive, passive, passive-aggressive, and assertive behaviour
- Identifying and developing assertive behaviours
- Applying and respecting personal rights
- Using assertive communication techniques
- Knowing when and how to apply assertiveness effectively

“WOW, the training course today was fabulous. You are without a doubt the most exceptional, inspirational trainer that I have ever had the fortune of meeting. The value that I place on your course content today is that it will have a life changing effect on me, as I put it into practice. The obvious passion and enthusiasm that you have for training and motivating is constantly expressed through your body language, expression and your ability to connect with each participant. Your life experiences and your ability to share them with your audience strengthens and enhances your course delivery in an emphatic and expert manner”  
– **Simon Munt, OLGR**

“Thanks Guy, so much for sharing what you do with us.....you never fail to inspire, impress, or touch my heart! How fabulous, the difference you make in people’s lives”  
– **Janet Willoughby, Strategic Planner**



# PERSONAL BRANDING & NETWORKING

OPPORTUNITIES OFTEN COME THROUGH WHAT PEOPLE REMEMBER ABOUT YOU WHEN YOU ARE NOT IN THE ROOM.

**The problem:** capable people do strong work but are overlooked because they have not built the relationships, visibility, or professional presence that help opportunities come their way. Networking can feel awkward, transactional, or forced when people do not know how to approach it well.

This workshop helps participants build a stronger professional brand and a more useful network in a way that feels genuine and practical. They learn how they are currently perceived, how to become more memorable for the right reasons, and how to build and maintain new clients, opportunities and relationships that support career growth and future opportunity.

## WORKSHOP OUTCOMES

- Understanding your current professional brand and how you want to be seen
- Recognising why networking matters for career success
- Avoiding common networking mistakes
- Understanding what makes you memorable
- Building confidence in professional settings
- Finding connectors and building stronger relationships
- Staying connected over time
- Finding mentors
- Understanding the principle of give to receive
- Succeeding at networking events
- Using effective conversation starters
- Building and maintaining a network database
- Strengthening your personal brand

“Amazing, fantastic, I can't speak highly enough about this workshop. Guy was great and the content was incredibly helpful. Would love more of these, hopefully more frequently. Thank you for organising! – **Graduate, Lend Lease**

# TEAM CULTURE

COURSE OUTLINE



A TEAM DOES NOT BECOME HIGH PERFORMING JUST BECAUSE CAPABLE PEOPLE WORK IN THE SAME PLACE.

**The problem:** Many teams look functional on the surface, but underneath there may be silos, mixed standards, unresolved tension, competing priorities, and weak collaboration. When culture is unclear or inconsistent, performance suffers, trust drops, and teams spend too much energy working around each other instead of with each other.

This workshop helps teams and leaders build a stronger culture through shared purpose, better collaboration, psychological safety, and healthier ways of handling difference and conflict. It focuses on the behaviours that improve connection, strengthen team performance, and help people work together more effectively across the business.

## WORKSHOP OUTCOMES

- Connecting everyone to purpose
- Understanding why diversity matters in high-performing teams
- Overcoming the challenges that diversity can bring
- Using above-the-line conflict more constructively
- Building loyalty and breaking down silos
- Creating psychological safety
- Recognising rutted paths of thinking and improving innovation
- Strengthening cross-functional collaboration
- Managing competing priorities
- Building stronger customer centricity



*I am sure you get inundated with emails after your workshops but I have a policy of always paying the complement when you feel its warranted and as such feel compelled to contact you.*

*Having been very fortunate to have worked for some fantastic businesses that understand the importance of upskilling and engaging their employees I have been part of a lot of workshops and development courses (mostly excellent), delivered by some amazing people of the years. I can say with zero hesitation that yours stands with the Dale Carnegie course's as the most life changing (that is the setting the seeds for a lifetime of changed and improved behaviour) and alone as the most enjoyable and engaging workshop I have ever been a part of.*

*It would be my hope that our paths do cross again and that I am able to facilitate change in my own work and wider life habits based on the wisdom that you have shared, it's the best thing a human can do, take others wisdom and share it for the greater good of us all.*

*Your podcast is great, I smashed the first 5 episodes on my way home to Melbourne last night." – **Barnaby Chivers, State Sales Manager, QIC***

# MEMORY SKILLS

COURSE OUTLINES



## A STRONGER MEMORY IMPROVES CONFIDENCE, COMMUNICATION, AND PERFORMANCE.

In busy work environments, people are expected to absorb information quickly, remember names, retain key details, and think clearly under pressure. When memory feels unreliable, confidence can drop and small misses can affect how people show up in meetings, conversations, and daily work.

This workshop helps participants understand how memory works and how to improve it using practical, proven techniques. They learn how the brain forms memories, what gets in the way of recall, and how to strengthen retention in ways that are useful in both work and everyday life.

### WORKSHOP OUTCOMES

- Understanding how the brain forms memories
- Working with your hippocampus, the brain's memory organiser
- Identifying what may be holding your memory back
- Avoiding name-forgetting moments
- Building greater social and business confidence
- Improving recall and faster thinking
- Supporting brain health as you age
- Applying practical memory techniques in everyday life

“ Just a quick one to say thanks for the course. The feedback was all so positive – even surly Pete. When you have comments like “best course ever”, “ I feel so good about myself” and “ I believe I have the best memory” it is so positive for me to hear this. Will be booking another memory brilliance for the second half of the year as well  
– **Greg Sawyer, Manager Communications Services, UNSW**

# PICK & MIX



NOT EVERY TEAM NEEDS THE SAME WORKSHOP,  
AND NOT EVERY BUSINESS PROBLEM FITS NEATLY  
INTO ONE TOPIC.

Many organisations want training that speaks directly to their people, priorities, and challenges, rather than choosing a standard session that only partly fits. A more flexible approach can often create stronger engagement and more relevant outcomes.

Pick & Mix allows workshops to be tailored by combining topics, themes, and learning outcomes to suit your team and objectives. It is designed for organisations that want targeted development, aligned messaging, and a session that feels relevant from the start. The result is a more useful training experience and stronger connection to the behaviours you want to build.

## PICK & MIX CAN HELP YOU:

- Combine workshop themes to suit your audience
- Align learning to your team messaging and organisational values
- Support specific behavioural and cultural outcomes
- Create a more relevant and engaging learning experience
- Build an impactful event around your training objectives

“ This was one of the most useful and enjoyable training sessions. Guy was fabulous, outstanding and his remarkable sense of humour kept the audience engaged and entertained. Excellent workshop! Well worth time and investment!”

– **Anna Mylonas, Human Resources Business Partner, Challenger**

“ I have never attended a training session that completely engaged me all day, you left me wanting more and I do want more. I have felt myself incorporating some of the skills already, into not only my working life but also my personal life. I can't thank you enough for teaching all of us these skills that we have come to forget and some we did not recognise or understand. I have noticed an enormous change in my colleagues behaviour already and it only makes me more motivated. I feel like this has been life changing to say the least and it excites me.”

– **Lauren Moore, IM&T**

# FURTHER DEVELOPMENT

COURSE OUTLINES



ONE WORKSHOP CAN CREATE MOMENTUM.  
ONGOING DEVELOPMENT HELPS TURN THAT  
MOMENTUM INTO LASTING CHANGE.

For many leaders and teams, insight is not the issue. The harder part is embedding new behaviours, addressing deeper challenges, and continuing the development beyond the training room. Without that support, good intentions can fade and progress can stall.

Further Development provides a more tailored path for individuals and teams who want to build on workshop learning and create meaningful change over time. This may include coaching, mentoring, profiling tools, and development support designed around the specific person, team, or goal.

## COACHING – LEADERSHIP AND PERSONAL

Coaching is tailored to the individual and designed to strengthen leadership capability, address personal or professional challenges, and support meaningful growth. The approach draws on coaching, mentoring, emotional intelligence, NLP, and practical development tools to help people create change they can own and sustain.

## HBDI

The Herrmann Brain Dominance Instrument is a powerful profiling tool that helps people understand their thinking preferences and how those preferences affect communication, collaboration, and performance. It can be used within coaching or team development to build greater self-awareness, improve understanding across teams, and make better use of cognitive diversity.

“ A note to say a massive thank you for the session you ran at South Gippsland this week. It was really amazing and one of those sessions where the participant feels really privileged to be in the session. Thank you again

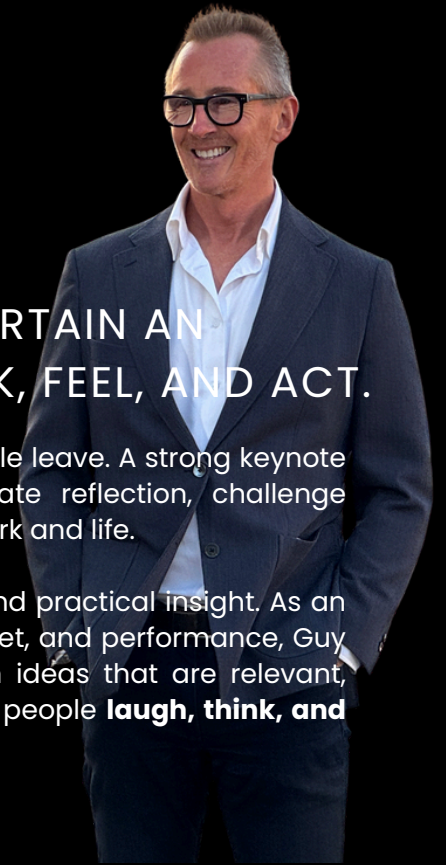
- **Allison Jones | Director Performance and Innovation | South Gippsland Shire Council**

# KEYNOTE SPEAKING

THE BEST KEYNOTES DO MORE THAN ENTERTAIN AN AUDIENCE. THEY SHIFT HOW PEOPLE THINK, FEEL, AND ACT.

Many events have energy in the room, but little that lasts once people leave. A strong keynote should do more than fill a slot in the agenda. It should create reflection, challenge assumptions, and give people something useful to take back into work and life.

**Guy Newman** delivers keynotes that combine humour, humanity, and practical insight. As an international keynote speaker, trainer, and expert in memory, mindset, and performance, Guy draws audiences in through story and keeps them engaged with ideas that are relevant, memorable, and easy to apply. His sessions are designed to make people **laugh, think, and leave with a renewed willingness to do something differently.**



## AUDIENCE IMPACT:

- Re-engaging people with fresh perspective
- Challenging unhelpful habits and assumptions
- Creating stronger self-awareness
- Improving mindset, motivation, and personal responsibility
- Giving people practical tools they can use straight away
- Increasing engagement through humour, energy, and relatability
- Supporting conference themes with a message that is memorable and useful

“ There was a great energy and enthusiasm that continued the rest of the afternoon, and lots of intention to rethink and put in place some, or perhaps even all of your tips! I certainly tend to arrive at these types of events with a load of scepticism and prepared for a lot of eyerolling at the aspirational idealism that seems well beyond my willpower and drive to actually have an impact on my life, but that was very quickly washed away with your down-to-earth, real-life approach, both in your information and your style. I took away the conviction that I can influence my own responses and have already started to work on getting those in place now; especially around things that have been big challenges for me with my kids!”  
– **Sara Morgan, HNECCPHN**

# KEYNOTE SPEAKING

MESSAGES LAND HARDER WHEN THEY ARE LIVED, NOT JUST TAUGHT.

Audiences do not connect with polished ideas alone. They connect with truth, tension, courage, and insight that feels earned. In a business environment shaped by pressure, change, uncertainty, and human complexity, a keynote needs to do more than inspire in the moment. It needs to help people think differently about themselves, their leadership, and what is possible from here.

**Michelle Huntington** delivers keynote presentations that combine powerful storytelling with practical insight. Drawing on 23 years in aviation, including her experience as an Airline Captain, Michelle speaks with credibility about pressure, performance, mindset, communication, decision-making, and resilience. Her keynote style is warm, human, and emotionally engaging, moving naturally between **humour, honesty, and reflection** while leaving audiences with lessons that stay with them well beyond the event.

## AUDIENCE IMPACT:

- Inspiring people to think differently about challenge and change
- Strengthening confidence, courage, and self-belief
- Encouraging clearer thinking under pressure
- Building reflection around leadership, mindset, and communication
- Helping audiences connect emotion with insight
- Creating memorable moments that stay with people after the event
- Supporting meaningful conversations long after the keynote ends

“Michelle is a vibrant, experienced and captivating speaker. I have worked with Michelle multiple times because she never disappoints and I highly recommend her to anyone who wants to impress their audience leaving them fulfilled and wanting more.”

**-Amanda Rose, Founding Director Western Sydney Women**

# CONTACT US

## GREAT TRAINING IS NOT ONE-SIZE-FITS-ALL.

The best results come from development that is built around your people, your business, and the change you want to create.

If you are looking for workshops, leadership programs, keynote speaking, or tailored development options, we'd love to hear from you. We can help you shape a training solution that fits your audience and supports the outcomes that matter most.

### TALK TO US ABOUT:

- Tailored workshops and training
- Leadership development programs
- Keynote speaking
- Team and culture development
- Coaching and profiling tools

### CONTACT US

#### **Newmemory**

P: +61 408 205 889

E: [admin@newmemory.com.au](mailto:admin@newmemory.com.au)

W: [www.newmemory.com.au](http://www.newmemory.com.au)

#### **Keynote Speaking**

Guy Newman

[www.guynewman.com.au](http://www.guynewman.com.au)

Michelle Huntington

[www.michellehuntington.com](http://www.michellehuntington.com)

You can also get to know us through the **Captain and the Clown podcast**, available on your favourite podcast platform.

