

# **Hugh Gyton**

**Certified Speaking Professional at Future Thread**

Sydney, NSW, AU

Certified Speaking Professional, sales trainer, coach and behavioural change agent, Hugh Gyton passionately promotes his ethos that "people

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## **Biography**

With a 25-year career in IT, sales and management in the UK, Asia and Australia, Hugh believes people buy people first, not their products or services. He enhances his clients' skills in high stakes conversations to win them more business, engage their teams, build trust, and increase their personal and business performance.

Hugh's expertise is sought by individuals and teams in large and small organisations across a range of industries. He shares his expertise in his book *The Art of Conversation*, and he is a frequent interview guest on Channel 7, ABC Radio, Bnet, *Kochie's Business Builders* and *Flying Solo*.

His clients include Hilton Hotels, AMP, Westpac, KMPG, Salmat, iSOFT, AQIS and more.

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## **Availability**

Keynote, Moderator, Panelist, Workshop, Host/MC, Author Appearance, Corporate Training

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## **Industry Expertise**

Training and Development, Information Technology and Services, Information Services

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## **Areas of Expertise**

High Stake Conversations, *The Art of Conversation*, *Conversations That Matter*, Sales, Relationships, Networking

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## **Sample Talks**

### **High Stake Conversations**

Hugh will teach you how to Improve relationships and reduce conflict and stress. Learn how to enhance your ability to influence desired outcomes. Other outcomes include heightened trust and engagement, iIncreased confidence and credibility, improved projection of your personal brand and learn how to identify, select and manage your team.

## **How not to get shot - confronting performance whilst maintaining your relationships!**

BIG business is warning that Australia risks losing thousands of jobs and enduring decades of "mediocre growth and declining opportunity" unless it confronts a productivity slump.' (SMH 12th October, 2011). With Australia's productivity having fallen for the past six year's now, more than ever, managers need to know how to speak to their people when they are not performing.

In this session Hugh Gyton shares the eight secrets on how to deliver uncomfortable news AND still maintain the relationship. In this fun and practical session you will learn:

What to do to enable both parties to appreciate the information irrespective of the content

What to do when the information is negative

How to use your eyes and hands to ensure that what you say is congruent with your non verbal behaviours

Understanding 'third point'

How to create and use a problem location and a solution location

The pattern of decontamination and how it links to location

Using voice patterns

Where, and at what angle, you should sit or stand

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## **Testimonials**

### **Philippa Bakes**

Hugh is one of the best training facilitators I have come across in nearly 25 years of professional development in the UK, Hong Kong and here in Australia. His techniques, insights, and manner with the group was instrumental in them coming away with an enormous amount of drive to grow our business in the coming months and years.

### **Gerry Keegal**

Hugh's excellent book 'The Art of Conversation' is a must read for anyone who wants to create and develop better relationships with people. I would like to see this taught in schools! Well done Hugh, great book.

### **Rob Collins**

Hugh was recommended to me as a person of good character and exceptional training skills; he not only displayed these qualities but also was engaging, communicative, flexible and imaginative. Hugh helped us to grow Candle into one of the most admired companies in the industry. I highly recommend him for culture changing sales oriented assignments.

### **Runi Nielson-Candido**

Hugh was engaged to deliver a tailored program for 10 of our people ... Feedback from the team was: best money I have ever spent, best training course ever, valuable from the first to the last minute, made me think totally differently about how I execute my job - learned a lot from Hugh. We will engage Hugh again because he engages honestly, professionally, warmly and thought provokingly.

### **Keith Allardice**

Hugh facilitated an engaging, thought provoking and very enjoyable learning experience for the senior management team from Greater China. Diversity across the group was no barrier for Hugh as his measured pace kept everyone focused on the Art of Conversation. Thanks Hugh - brilliant.

**Peter Gasnier**

Hugh did a fantastic job. Everybody thoroughly enjoyed the day, there was a good dose of humour which kept everybody well and truly motivated and the outcome was very positive. Our team actively applies what they have learnt when communicating with clients as well as suppliers which in turn enhances our ability to provide superior care. We can without hesitation recommend Hugh Gyton.

**Ton Van Vilsteren**

Hugh has on a number of occasions helped many of our senior business managers from numerous backgrounds understand the importance of communication, the impact it can have and how to tailor conversations to achieve better results.

Hugh demonstrates that he is an expert in his field and through very informal but powerful ways delivers great results.

I wouldn't hesitate to recommend Hugh for either group or one on one work at any level of the business.

**Trish O'Neill**

Hugh has added a lot of value to our business, through business coaching and sales training. Most recently he [facilitated] broader understanding of people's work preferences which ... resonated with all team members and they are now appreciating their individual strengths but also the value of other's styles. We will work with Hugh in the future as he makes it a point to understand our business and is professional in all that he delivers.

**Carol Pedersen**

It was a delight to attend Hugh & Tracey's workshop at the recent IQPC EA/PA Summit at Palazzo Versace. Rarely does one get the opportunity to see husband and wife working as a team and together they proved that conversation really DOES matter! Not only were they experts in their field, their style of delivery was completely engaging and loads of fun. What a fabulous couple!

**Doug Power**

Thanks to you and Tracey for presenting at our EA PA Summit 2012. It was so lovely to work with you and meet you onsite. Your participation and fantastic presentation added highly to the quality of the forum and to the satisfaction of our attendees at the conclusion of the event as can be gleaned from just a sample of their comments:

"So full of energy, was a great presentation, kept everyone intrigued"

"Very engaging - great for afternoon start"

"The best part of the entire summit".

Look forward to working with you again.

**Steven Paola**

Hay Group engaged with Hugh mid 2012 to coach our Business Developers and Account Managers in the art of selling. Even though the company had previously worked with Hugh, we hired him again due to his responsiveness, understanding of our needs and subsequent tailored cost effective approach/program.

Since Hugh delivered the 2 day training program and follow up coaching sessions, our Account Managers specifically have been more comfortable in client conversations, have a framework that each of them talks around internally and externally and ultimately now has an opportunity pipeline that is at the targeted size for the team.

A major factor in getting to these results was engaging with Hugh. I would recommend him to any company.

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