

# Bounce forward with a smile

What happens when employees face adversities and challenges? Do they succumb to fear or leap into adventure? In this keynote, Avi Liran equips individuals and organisations with the tools to turn challenges into opportunities, problems into solutions, and overcome these hurdles. Through practical strategies, case studies, and personal anecdotes, Avi will help you find humour in the face of setbacks, celebrate progress and cultivate a sense of ownership, no matter the obstacle.

**Keynote: 60, 75, 90 mins + Q&A**

**Workshop: 0.5 - 1 day**

## Who is this for?

Bounce Forward with a Smile is tailored for anyone looking to strengthen their resilience, from front-line teams to executive leadership.

## Why your organisation needs this?



### STRENGTHEN RESILIENCE

Learn to navigate setbacks with a positive outlook.



### ENCOURAGE GROWTH

Find opportunities for improvement amidst challenges.



### ENHANCE PERFORMANCE

Optimism as a tool for boosting productivity.

“

People got in the right mood or mode and were very open to share. That was a really great moment and exactly what the team needed for better collaboration.

”

Johannes Sprafke,  
Head of Regional Commercial  
Excellence & Digital,



“

Avi weaves his contagious message of love and hope in a discussion of personal values. We came out a stronger team.

”

Elmar Lutter,  
President & CEO



“

The energy Avi brought to the room was contagious, so was his genuine passion for helping individuals unlock their full potential.

”

Chetak Buraria,  
Global Head of  
Commercial Excellence



For more information, connect with Delivering Delight team at [team@deliveringdelight.com](mailto:team@deliveringdelight.com)

**Avi Liran**  
Contagious Positivity

# The Keynote: Learn Practical Resilience Strategies

- **Release Frustrations:** Vent your emotional pain and shed negative thoughts. Steer clear of blame and shame. Switch to a solution mindset, sparking creativity and enriching relationships.
- **Focus on solutions:** Fall in love with the problems. Embrace challenges and transform adversities into opportunities.
- **Speak to Their Heart:** Instead of reacting impulsively, choose to connect with the other person's heart. This act of grace inspires kindness and brings out the best in all of us.
- **Find the Funny:** Lightning up during tough times eases burdens for everyone. It helps to dissolve negative vibes, fosters a spirit of goodwill, and lifts everyone's spirits.
- **Smile Amid the Adversity:** Elicit the release of the natural stress-relievers and mood-lifters neurotransmitters like endorphins and serotonin to uplift well-being.
- **Celebrate Progress Amid Failure:** Appreciating efforts and progress in the face of failure fuels motivation. It encourages a culture of taking risks, rapid learning, and persistent trying.
- **Taking Ownership:** Taking responsibility for our mistakes and the hurt they cause, creates space for everyone to heal, rebuild trust, and recover relationships.



# BOUNCE FORWARD

## WORKSHOP

1

### PRIMING

Developing healthy tiny habits that energize the day and bring perspectives. The Blessed and grateful mindset.  
(The Fairies Bridge)

2

### EMBRACE NEUROPLASTICITY

Evolve rather than change. Be open, agile, flexible and break patterns that do not serve you anymore.

3

### DESTRESS

The power of genuine smile, laughter, playfulness, and movement to reduce stress, boost metabolism, and transform physical and mental well-being.

6

### MANEUVER

Deflect your biggest hurdles like an Aikido warrior, disarm their disruptive force, and ultimately lead them to a place of resolution.

5

### DARE

Dare to feel the fear and deal with it constructively. Challenge limiting beliefs. (Think, Feel, Do Model and Dare to Ask)

4

### RELEASE

Vent out your frustration so you can release the excess pain and shift your energy toward recovery, healing and finding solutions.

7

### FAIL FORWARD

Build agility and a growth mindset through this cycle of adaptation. Fail fast, learn rapidly, apply learnings, and retry with joy.

8

### THE VUCA CHALLENGE

Fail your way to to refine your communication skills and discover effective mindset for navigating VUCA situations.

9

### SUPPORT

Offer unwavering support and courageously seek help, discovering the therapeutic power of mutual aid and the willingness of others to help.

Avi Liran (CSP) is Global Chief Delighting Officer and energetic motivational speaker who goes above and beyond to deliver tangible results to organisations. As the embodiment of Contagious Positivity, he's celebrated for leading businesses toward profitability with a smile. Avi's approach is a masterclass in how to reshape the very core of a business with delightful mindsets, particularly through joy and appreciation in the workplace. This transformation creates the contagious positivity that leads to significant improvements in performance, employee wellbeing and customer satisfaction.

Having helped many Fortune 500 companies achieve profound transformations, Avi's philosophy is simple: delight your people, and they will delight your customers. This contagious wave of positivity is the secret ingredient to a thriving business environment, one that Avi has successfully instilled in organisations worldwide. Through his engaging, heartfelt and dynamic speaking style, Avi ignites long-lasting change, one keynote, one workshop at a time.

With Avi, you don't just gain a motivational speaker; you gain a transformational leader and partner in building a business that champions employee and customer delight as the pathway to greater profits and sustained growth. Engage Avi and spark Contagious Positivity in your organisation today.



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

