

## You can Build your Business and Personal Success when you engage in smart, sharp, customised training.

Now you can turn meetings, planning days and staff training from dull into dynamic.

### This is Training with a Difference.

If you have endured enough boring training sessions, wanted to stretch out on the back seats at your last conference, or fumed with frustration at a 'strategic planning day', then its time to bring in the 'Master'.

#### Merry Robertson –

**The Message Master** – has been described as the 'Pocket Rocket', the 'Mover and Shaker' (literally!), and a 'Communication Wizard' by her customers.

Merry is an **expert in communication**, a qualified trainer, and an accredited speaker with the National Speakers Association. She has over 20 years experience in assisting private businesses and government organisations reach their goals. Merry is also a qualified Marketing Consultant and designer, and Director of Jump Marketing and Business Solutions.

Merry has **customised** and delivered numerous courses, workshops, conferences and seminars. She has also authored training resources, the latest one titled 'Dealing with Conflict and Difficult People'.

The 'Message Master' can assist you with –

- Customised Training and Education
- Keynote addresses • Workshop Facilitation
- Conference and Seminar sessions
- Event Compere and MC services

## Build Your Business, Boost Your Career

Do you want to stay ahead of the competition, retain your staff and your customers, and grow your business?

Then you'll need a Complete Approach to Communication

#### When you Improve Your Personal Communication skills

you will be able to:

- Speak confidently in front of any group
- Build rapport and credibility in 30 seconds
- Always say the right thing at the right time
- Have boundless energy and good health
- Be admired by colleagues and customers.

#### When you Improve Your Business Communication

you will be able to:

- Increase profits
- Attract the best customers
- Gain and retain skilled staff
- Create the ultimate market 'perception'
- Gain respect and admiration in your industry.



## To Build your Business and Boost your Career you must know the 6 Essentials of Successful Business

The 6 Essentials are delivered through Personal Coaching, Group Training, Seminars and Keynote addresses

### Essential 1 Look Great

How to Promote your Organisation  
How to Promote your Self  
Discover your Personal Styling

### Essential 2 Be Wanted

How to be a true Professional  
How to Adjust your Attitudes and Behaviours

### Essential 3 Be Accessible

Designing and Running an Exhibition  
Events Management  
Top 20 Time Management Tips  
Creating a Work/Life Balance

### Essential 4 Get Noticed

How to Stay Young and Beautiful Forever  
How to get the most out of the Media  
Public Relations Strategies  
Developing Personal Confidence

### Essential 5 Make Money

Strategic Marketing Planning  
Loyalty and Referral Programs  
Gaining and Retaining Sponsors  
Creating Dynamic Committees and Teams

### Essential 6 Love Your People

Assertive Communication  
Conflict Management  
Negotiation Techniques  
Public Speaking & Presentation Skills  
Delivering Top Customer Service  
Gaining and Retaining Your People

## “We have just got to tell you this...”

“Thanks for your professional and entertaining presentation on **Dealing with Conflict**. You certainly grabbed the interest of the 230 strong group. Knowledge, poise, pace and humour all wrapped up in a professional approach makes you a powerful presenter.”

Liane Tooth, Officiating and Coaching Consultant,  
Department of Sport and Recreation, WA

“Thanks for your time and enthusiasm at our State Account Managers’ Workshop. Your session on ‘**Professionalism**’ was well prepared, well presented, and achieved our outcomes (broad as they were!). I wouldn’t hesitate to use you again for future training for our staff.”

Joanne Eagle, Chamber of Commerce and Industry

“Merry Robertson’s advice, guidance and flair were of invaluable assistance to us. All participants in the **Property Management Marketing** presentation that she delivered agreed that it was one of the best sessions they have ever attended!”

Barbara Melvin, Torrens Real Estate

“Merry provides the tools needed to kick start innovation and creativity in the most workshop weary participant. Merry constantly rates **5 out of 5** in our evaluation forms and is our most requested presenter.”

Denise Hardie, Volunteer Programs Coordinator,  
Shire of Mundaring

“Merry visited Albany to speak about **Assertive Communication and Time Management**. Merry captured the attention of the audience brilliantly. The feedback we received from all participants was excellent.”

Kelly Moss, Surf Lifesaving WA

“Road and Traffic Service has grown from a single person line marking operation to one of the largest companies of its kind in WA. Jump Marketing has guided us for over 10 years with our image, **Presentation Skills**, and business development strategies. I like the way Merry has taken the time to understand our business.”

Jason Goff, Director, Road and Traffic Services

## Plan your personal coaching, group training, major meetings, and events for the year NOW.

Solve your business marketing problems and watch profits soar, learn powerful communication techniques, and put the pleasure back into dealing with people.



### We Deliver...

- ▲ Personal Coaching
- ▲ Customised Training and Education
- ▲ Keynote addresses
- ▲ Conference and Seminar presentations
- ▲ Meeting & Workshop Facilitation
- ▲ Event Comper & MC services

Training sessions and presentations are available **One-on-One**, to small groups, and to major national conference audiences.

### Some clients...

Dept of Sport & Recreation  
Chamber of Commerce & Industry  
Aust. Sports Commission  
Dept Community Development  
WA Football Commission  
Smart Connection Training  
City of Swan, Stirling

Greening Australia  
Netball WA  
Central TAFE  
Hillarys Yacht Club  
Paraplegic Benefit Fund  
Town of Victoria Park  
Shire of Mundaring

Please note that Jump Marketing and Business Solutions is not an RTO. We can however deliver accredited courses on behalf of RTOs.



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How to  
**Build a Business**  
and  
**Boost your Career**

Training with  
**Education, Energy and Entertainment**