

Case Study

Presenting with Impact program for professionals across a multi-brand luxury retail group

Organisation

**Global luxury retail group,
Australian operation**

Participants

**11 professionals across multiple premium brands,
mix of client-facing and internal roles**

The opportunity

The team had deep product and market expertise but wanted a framework for turning that knowledge into presentations that actually moved people.

Nerves were holding some back. Others were defaulting to data-heavy slides without a clear narrative.

In a brand-led environment, how something is communicated carries as much weight as the content itself. The organisation wanted its people to present with the same level of polish and confidence that their brands represent in the market.

The approach

An in-person workshop followed by an online sustainment session. The program was hands-on from the start: every participant delivered multiple presentations during the day, with structured peer and facilitator feedback after each one.

The design covered authentic presentation style (finding what works for each individual rather than a template), storytelling for business using a structured model, and techniques for handling pressure situations and staying composed under challenge.

The environment was deliberately safe for experimentation, allowing people to try things, adjust, and build real confidence through repetition.

“It was an engaging session with lots of opportunities to learn and practice what we learned. Gave insightful perspectives of how we can dissect the presentation skills and work on them piece by piece.”

Relevant Feedback

94%

VoC Score

100 (all promoters, zero detractors)

NPS

4.8/5.0

Value of program to career growth

Key outcomes

64%

Presentation confidence uplift

28%

Stakeholder influence effectiveness

35%

Presentation preparation time reduction