

PROFILE OF ANTOINETTE LORTAN

Antoinette Lortan is Founder and Owner of Human Mirror Consulting & Coaching. She is a results-driven performance consultant, Professional & Executive coach, Speaker and Facilitator with diversified experience in competitive business environments.

She has coached, trained and/or mentored some of South Africa's most prominent business leaders for nearly two decades now. She also developed and empowered several high-performance sales teams and her success has received public recognition in magazine articles and appearances on prominent radio and television shows.

The talk will leave brokers loving what they do even more by “seeing” a broker from a client’s perspective and also through using a coaching tool Antoinette will discuss which will assist them to tap into their own personal motivation and that of their existing clients to upsell, as well as gaining more business by using the Butterfly Effect model. This model she developed, aims to demonstrate the importance of keeping the loop closed between the broker and their client. Also for clients to start flowing more to them due to word-of-mouth testimonials while retaining and upsell in their existing business by a few simple steps.

The result will be more motivated brokers leaving with a higher self-esteem and self-confidence as a result. Also important for them to know how to become more resilient. With this becoming a habit, by internalising these coaching tools, it will create more business and brokers loving life in spite of challenge