
amanda stevens
THE CONSUMER FUTURIST
SPEAKER. AUTHOR. HOST.
A GLOBAL EXPERT ON CONSUMER TRENDS AND CUSTOMER EXPERIENCE.

WHEN insight, experience & impact MATTER.

IN A CHANGING WORLD AND WITH AN EVER-INCREASING NUMBER OF OPTIONS TO CHOOSE FROM, SELECTING THE RIGHT SPEAKER WHO IS GOING TO STEP ON YOUR STAGE AND CREATE A TRULY EPIC EXPERIENCE FOR YOUR AUDIENCE HAS NEVER BEEN MORE CHALLENGING.

Entertaining. Inspiring. Humorous. Engaging. Memorable. These are just some of the words used to describe Amanda Stevens, CSP. After wowing audiences in 17 countries for nearly two decades on the speaking circuit, Amanda is widely regarded as one of the best female speakers in Australia.

Her ability to tailor each presentation and connect with each audience in a uniquely tailored way enables her to deliver powerful messages that provoke, stick and inspire action. Book Amanda for your next conference or event and you'll experience impact and value that lasts long after she's walked off stage. And she's funny.

Amanda's specialty is the customer experience. She's passionate about it, blogs about it and writes books about it. But her approach transcends a one-dimensional customer service message; her content is based on powerful, proven and practical strategies for turning customers into advocates and it can be applied to any industry.



WHAT HAPPENS *on stage* IS ONLY PART OF THE STORY

THERE ARE HUNDREDS OF SPEAKERS THAT CAN DELIVER A PROFESSIONAL, WELL REHEARSED KEYNOTE. BUT VERY FEW SPEAKERS CAN IMMERSE THEMSELVES IN A BRAND AND TRULY ADD VALUE.

When you book Amanda Stevens to speak at your conference, expect more than you bargained for. She will get to know your industry and brand intimately and will customise her approach, tailor her stories and direct her message to meet the unique opportunities of your sector.

She can layer in powerful communication messages and deliver lessons that resonate at every level of an organisation. She's also able to facilitate workshop discussions and integrate interactive team exercises where appropriate. After all, creating brand advocates is a team sport. She can host and facilitate a Q&A or panel of if you're looking for the complete Amanda Stevens experience, have her MC too!

Amanda will spend time with your delegates after the presentation and provide powerful follow-up resources that extend the learning and ensure that her presentation is still being talked about for weeks, months and years after your event.

Working with Amanda is a unique experience that goes beyond her time on stage and ensures you get a powerful and lingering return on investment.



A CATALOGUE OF content. A PASSION FOR connecting.

BALANCING ENTERTAINMENT & HUMOUR WITH CONTENT AND TAKE-AWAYS IS A FINE LINE. IT'S AMANDA'S SIGNATURE STYLE - YOUR AUDIENCE WILL LAUGH (BUT NOT MORE THAN THEY'LL LEARN).

An audience will remember how a speaker made them feel long after they remember the facts and data. Amanda is able to take your audience on a journey of laughter and storytelling at its finest, wrapped around solid insights, well-researched data and practial strategies that can be applied immediately. In short, she entertains and informs.

She's widely regarded as one of the funniest speakers on the circuit. But the humour never overshadows the gravitas of the message. She's able to bring complex research, trends and insights to life with personal anecdotes that are relatable, authentic and funny.

Amanda is able to draw on numerous up-to-the-minute research sources to ensure her messaging is highly customised to your industry (with supporting case studies). Get ready for your audience to be inspired like never before.

Amanda will create change, shift perspectives and incite action - all delivered with maximum entertainment value. She'll also share aspects of her own personal story, making her message highly relatable and authentic.





Inspiring, emotional,
relevant and actionable.

CHUCK RUNYON
GLOBAL CEO, ANYTIME FITNESS

best-selling
author of
6 BOOKS.

Amanda always delivers
and our network loves her.

ANDREW BURNS
CEO, HELLOWORLD TRAVEL



Exceptional. Highly customised
and relevant for our industry.

JADE SMITH
MANAGER, SALES PROGRAMS, ALLIANZ

2018 keynote
speaker of
the year.

Amanda has had a significant
long term impact on our business.

MURRAY KAHLER
CEO, GJ GARDNER HOMES (QLD)





keynote topics

& WORKSHOP OPTIONS.

KEYNOTE PRESENTATION

connecting
WITH THE NEW AI CONNECTED CONSUMER

HOW AI IS REWIRING EXPECTATIONS, REDEFINING LOYALTY, AND RESHAPING THE FUTURE OF CUSTOMER CONNECTION

We are living through one of the most exciting shifts in consumer behaviour in decades, a transformation powered by AI, wearable tech, and an entirely new level of digital fluency. The “AI Connected Consumer” is not just tech-savvy; they are hyper-informed, hyper-connected, and hyper-expectant.

In this customised and experiential keynote, we will explore the powerful ways AI is reshaping how people search, shop, share, and make decisions, and how brands can respond in ways that feel personal, relevant, and unforgettable.

Far from being a “tech-heavy” session, this keynote is zero jargon and zero overwhelm. It is practical, inspiring, and commercially useful with ideas your audience can put into action immediately.



KEY TAKEAWAYS & TOPICS COVERED

1. **From Search to Sense-Making: How AI and Wearables Are Rewriting Online Behaviour**
   - The rise of conversational and predictive search (e.g. “find me the best holiday I’ll actually love”)
   - How wearable devices are merging the physical and digital worlds, making your brand part of a consumer’s daily life without them even thinking about it
   - Why consumers will expect instant, personalised recommendations and how to deliver without breaking budgets
2. **Social Sharing 2.0 — From “Look Where I Am” to “Look What I’m Experiencing”**
   - The next wave of social media: immersive, experiential sharing powered by AI-generated highlights and narratives
   - What brands can do to become part of their customers’ story rather than a backdrop to it
   - Practical examples of creating shareable, “AI-enhanced moments” that spark organic advocacy
3. **The Hyper-Informed Consumer and the New Rules of Influence**
   - How AI is giving customers unprecedented access to real-time product comparisons, reviews, and reputation data
   - Why the traditional sales funnel is collapsing into a “decision instant” and how to show up in that critical moment
   - How to shift from convincing to co-creating value with customers
4. **Scaling Human Connection: AI as Your Outbound Sales Wingman**
   - Using AI to pre-qualify, personalise, and even initiate meaningful customer conversations at scale
   - The “human-in-the-loop” model that blends automation with authentic relationship building
5. **Three Simple AI Wins to Elevate CX and Drive Loyalty**
   - Quick, low-cost AI applications that can instantly improve personalisation, response speed, and service delight
   - How to extend the post-purchase journey to create superfans and brand advocates

THE EXPERIENCE

This is not a lecture. It is a high-energy, interactive session that blends real-world case studies, live audience interaction, and hands-on demonstrations of AI’s potential. Participants will leave with:

- Clear insights into what the AI-connected consumer expects right now and where they are heading next
- Practical tools and ideas they can implement the same day
- Fresh inspiration for reimagining customer journeys with creativity and confidence

By the end of the keynote, your audience will not only understand the AI-driven shifts shaping consumer behaviour, they will be energised to act on them.

KEYNOTE PRESENTATION

radical
CUSTOMER OBSESSION

HOW TO OUT-SERVE, OUT-CARE, AND OUT-INNOVATE YOUR COMPETITION

In a world where products can be copied and prices can be matched, customer experience is the last true competitive advantage. Today's customers expect more than "good service." They want a brand that knows them, values them, and designs every interaction with their needs at the centre.

In this high-energy, interactive keynote, we will explore what it means to go beyond "customer focus" into Radical Customer Obsession. This is a mindset and strategy where loyalty is earned not by transactions but by relentless value creation, emotional connection, and unforgettable moments.

No fluff and no theory overload, just real-world examples, proven strategies, and practical actions your team can start implementing immediately.



KEY TAKEAWAYS & TOPICS COVERED

1. **The New Loyalty Equation**
   - Why loyalty is less about points and perks and more about trust, speed, and emotional connection
   - How customer expectations are being shaped by brands big and small, and what you can borrow from their playbooks
2. **Designing "Wow" Moments at Every Touchpoint**
   - The psychology of surprise and delight, and how to create micro-moments that stick in customers' minds
   - How to spot and fix hidden "experience gaps" before they cost you business
3. **Listening Louder: The Science of Deep Customer Insight**
   - Moving beyond surveys: how to capture unfiltered customer truths from social listening, behavioural data, and frontline feedback
   - Turning insights into action without overcomplicating the process
4. **Building a Culture of Obsession**
   - How to get every team member, not just your customer service team, thinking and acting with the customer in mind
   - Stories and case studies from brands that have made customer obsession a measurable growth driver
5. **From Good to Irreplaceable: Making Your Brand Stick**
   - How to create emotional anchors that keep customers coming back even in a crowded market
   - The role of consistency in building lasting trust

THE EXPERIENCE

This is not a "service workshop." It is an inspiring, action-packed session filled with stories, interactive moments, and practical frameworks. Participants will leave with:

- A clear playbook for becoming truly customer-obsessed
- Fresh ideas to deliver standout experiences at every stage of the customer journey
- A renewed sense of purpose about the role they play in building loyalty and advocacy

By the end of the keynote, your audience will see customer experience not as a department but as a company-wide mission that drives both loyalty and growth.



KEYNOTE PRESENTATION

turning customers INTO ADVOCATES.

HOW TO SPARK PASSION, EARN LOYALTY, AND BUILD A MOVEMENT AROUND YOUR BRAND

In today's noisy marketplace, advertising can only go so far, but a single enthusiastic customer can reach thousands. The most successful brands are not just chasing sales. They are building armies of advocates who share, recommend, and promote their experiences without being asked.

This keynote dives deep into the art and science of advocacy, why it happens, how to inspire it, and how to design customer journeys that naturally lead to it. Packed with real-life examples, interactive exercises, and simple tools, this is an energising and practical session that shows you how to turn happy customers into your most powerful growth engine.



KEY TAKEAWAYS & TOPICS COVERED

1. **The Advocacy Advantage**
   - Why advocacy drives higher conversion and lower acquisition costs than any other marketing channel
   - The difference between loyalty and advocacy, and why one does not automatically lead to the other

2. **Mapping the "Moments That Matter"**
   - How to identify the exact points in your customer journey that trigger sharing, referrals, and recommendations
   - Turning these moments into repeatable, scalable brand experiences

3. **The Psychology of Sharing**
   - Why people talk about certain brands and not others
   - How to give customers stories worth telling and make it easy for them to tell them

4. **Designing Advocacy Loops**
   - How to reward and recognise advocates without making it feel transactional
   - Leveraging user-generated content, reviews, and social proof to fuel organic growth

5. **Advocacy in the Age of AI**
   - How AI tools can identify potential advocates, track advocacy impact, and personalise engagement strategies
   - Practical, low-cost ways to amplify customer voices at scale

THE EXPERIENCE

This is a fast-paced, interactive session designed to spark creativity and action. Participants will walk away with:

- A clear strategy for building advocacy into the DNA of their customer experience
- Tools and templates to identify, activate, and reward advocates
- Inspiration and examples from brands that have turned customer passion into unstoppable growth

By the end of the keynote, your audience will know exactly how to transform everyday customers into loyal ambassadors and turn word-of-mouth into a deliberate, scalable growth strategy.

workshop options

MAPPING THE CUSTOMER EXPERIENCE

A six-step workshop where participants identify key customer touchpoints, uncover experience gaps, and design memorable, loyalty-building journeys that go beyond the one-dimensional ‘path-to-purchase’ and identify opportunities to elevate every experience.

CONTENT THAT CONVERTS

An interactive session teaching how to create engaging, value-driven content that attracts attention, builds trust, and drives measurable action across digital channels, from social media to email marketing.

MARKETING MASTERCLASS

A practical, high-energy workshop that equips participants with modern marketing strategies, tools, and tactics to connect with audiences, amplify brand reach, and deliver campaigns that achieve real commercial impact.





LOGISTICS & booking info.

AMANDA TRAVELS FROM:

Sunshine Coast / Brisbane
or can provide a world class virtual studio feed

ENQUIRY PROCESS:

1

CHECK AVAILABILITY

Contact Amanda's Business Manager:
Emma Chase
+61 433 059111
emma@amandastevens.com.au

2

REQUEST A PROPOSAL

All engagements are quoted individually and after a chat with Amanda you will be provided a customised proposal, including speaker fees and travel expenses.

3

APPROVAL AND PAPERWORK

The date is locked in, a contract issued and a deposit paid to secure your date.

4

PRE-EVENT PROCESS

We can provide any assistance with promoting your event, including the production of a teaser video to go out to your delegates. We will also have a detailed briefing and Amanda will conduct mystery shopping and industry research where applicable. We also manage all travel and logistics to save you time and hassle.

5

SHOWTIME!

Amanda will arrive to the venue early for a tech check and where possible will stay to meet delegates, do a book signing if you wish and answer questions.

6

POST-EVENT

We will have a detailed de-brief and Amanda will provide a resources pack for your delegates to extend the learning.



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Head to amandastevens.com.au to see more than 20 showreel videos, over 100 blogs, the latest research insights and a host of resources to help you make your event a success.