INSTITUTE OF EXCELLENCE



TRAINING & CAPABILITY COURSE GUIDE 2026/27

Practical learning for business, leadership, customer experience, digital capability and tourism.

In-person. Online. Self-paced. Always tailored.

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ABOUT THE INSTITUTE OF EXCELLENCE

The Institute of Excellence is a professional capability and learning platform serving small businesses, councils, tourism operators, and organisations across Australia.

Through a combination of live training, online courses, keynotes, and tailored programs, IOE builds the practical skills, strategic confidence, and digital capability that organisations need to grow.

IOE operates at the intersection of business development, leadership, customer experience, digital capability, and tourism, delivering learning that is grounded in real-world experience, built on proven frameworks, and always focused on outcomes that matter.



MEET THE FOUNDER AND LEAD EDUCATOR DESPINA KARATZIAS

Despina Karatzias is a transformative educator, certified trainer, and business coach with over two decades of experience across tourism and small business.

As founder of the Institute of Excellence, she has empowered thousands of operators through practical, future-focused programs in digital strategy, customer and visitor experience design, leadership, and AI integration.

Holding a Master's in Digital and Social Media Marketing and qualifications as a Life Coach and NLP Practitioner, Despina combines academic insight with deep industry know-how.

Recognised with the Outstanding Contribution by an Individual award at the 2022 Victorian Tourism Awards, she continues to champion innovation and inclusivity through accessible learning and strategic guidance for businesses, destinations, and communities across Australia.

WHAT PARTICIPANTS SAY

"Despina is undoubtedly recognised as one of the savvy leaders of the Victorian tourism industry. Her natural ability to connect and be the guiding light has enabled much of the industry to flourish."

— Michael Hamilton, Victorian Tourism Industry Council

WHY TRAINING CAPABILITY MATTERS MORE THAN EVER

The world your clients operate in has changed faster in the last three years than in the previous twenty. Customer and visitor expectations have shifted. Digital tools have multiplied. Staff confidence is under pressure. And the gap between businesses that invest in capability and those that don't is becoming impossible to ignore.

Insights informed by recent workforce and L&D research from Deloitte, PwC and LinkedIn Learning show that organisations investing in staff capability consistently outperform their peers on revenue growth, productivity and broader business outcomes.

Whether you're leading a regional tourism destination, running a small business, managing a council-funded program, or building a team from the ground up, the organisations that grow are the ones that learn intentionally.

At the Institute of Excellence, learning is never an afterthought. Every course, workshop, and program we design starts with a real question, what results does this person, this team, or this organisation need to be able to do differently, and what's the best way to get them there?

That's the standard we hold ourselves to. And it's the standard we bring to every keynote, workshop, program, and online course we deliver.



THE IGNITE CAPABILITY FRAMEWORK™

Every course and program at the Institute of Excellence is mapped to one or more pillars of the IGNITE Capability Framework, our methodology for building lasting business performance. IGNITE isn't a checklist. It's a lens. It shapes how we design learning, sequence content, and measure what success looks like for each person we work with.

I — INTELLIGENCE

Leverage data, insights, and market intelligence to guide strategy and planning. Make smarter decisions through measurement and stay ahead of emerging trends. This pillar comes to life in our Business Intelligence programs.

G — GROWTH

Put your business on the map with effective digital, AI, and partnership-driven strategies for reaching new markets and new audiences. This pillar comes to life in our Marketing and Content programs.

N — NURTURE

Develop a culture of care and inclusion. Make every guest, customer, and team member feel valued with proven frameworks for superior service. This pillar comes to life in our Customer Service and Experience programs.

I — INCOME

Build robust financial models, sales systems, and operational excellence to support sustainable, profitable growth. This pillar comes to life in our Sales, Revenue and Finance programs.

T — TRANSFORMATION

Develop resilient leadership and adaptive strategies to navigate crisis, change, and uncertainty with confidence. This pillar comes to life in our Leadership and Culture programs.

E — EMPOWER

Scale, collaborate, and innovate using the right technology, AI tools, and digital practices, safely and strategically. This pillar comes to life in our Digital and AI Capability programs.

Want to see where your business currently sits against these six pillars?

Start with the free IOE Business & AI Capability Audit at audit.instituteofexcellence.com.

1. BUSINESS INTELLIGENCE TRAINING

Why Business Intelligence Training Matters

Strong businesses don't happen by accident. They're built on clear thinking, sound planning, and the confidence to make decisions that move things forward.

Whether you're just starting out or ready to grow, the Institute of Excellence Business Intelligence programs give you the frameworks, tools, and skills to lead your business with clarity and purpose.



BUSINESS INTELLIGENCE TOPICS

1.1 How to Start and Keep Your Small Business

The practical starting point for anyone launching or stabilising a small business, covering the essentials of getting started, staying viable, managing cash flow, and building a business that lasts.

1.2 Strategic Planning for Growth

Move beyond the day to day. Build a clear, actionable strategic plan that turns intention into measurable growth, whatever stage your business is at.

1.3 Writing a Business Plan That Works

Develop a business plan that does more than sit in a drawer, one that guides real decisions, supports funding applications, and keeps you focused on what matters.

1.4 Building an Online Business

Understand the essentials of running a business in the digital age, from your website and online presence to ecommerce and digital customer service.

1.5 Change Management

Lead your business or team through transition with clarity, communication, and a structured approach that keeps people informed, engaged, and moving forward.

1.6 Risk Management for Small Business

Identify, assess, and plan for the risks that could affect your business before they become crises. Practical, not theoretical.

1.7 Creating Proposals That Win

Develop compelling, professional proposals that win contracts, secure funding, and open doors to new business relationships.

1.8 Decision Making Under Pressure

Build the critical thinking skills to work through complex challenges and make confident, well-reasoned decisions when it matters most.

1.9 Networking for Success through Smart Collaborations

Build genuine professional relationships and strategic partnerships that open doors, create opportunities, and grow your business through collaboration rather than competition.

1.10 Ethical and Responsible AI in Business

Understand how to adopt AI strategically and responsibly across your organisation. This program explores governance, policy, and decision-making frameworks for leaders navigating AI adoption with integrity.

1.11 Business Awards Edge: Mentoring for Submission Success

A practical program for any business preparing an awards submission, covering how to identify your strongest story, gather compelling evidence, write with clarity and impact, and present with confidence.

What Participants Say:

"Despina has been providing me with much-needed guidance over the past six months. Her knowledge of business is very broad and her ability to motivate and inspire is one of her greatest strengths. I would highly recommend Despina to any micro or small business owner looking for serious mentoring or solid business advice." **- Mark Williams, BreakLoose**

"Lots of great ideas and interesting information to use in my café." ***- Debora Teese, 5-star Google Review***

BEST FOR:

Small to medium business owners, sole traders, start-ups, council program participants, and any organisation looking to strengthen its strategic foundations.

2. MARKETING & CONTENT TRAINING

Tell your story. Reach your audience. Grow your business.

Your story is your strongest asset. But a great story that nobody hears doesn't grow a business.

Marketing and content capability training gives you the tools, confidence, and strategy to reach the right audience, tell your story compellingly, and turn attention into action, whether you're a sole trader, a small business owner, or a regional destination.



MARKETING & CONTENT TOPICS

2.1 Content Marketing Foundations

Build a content strategy that works for your business, your audience, and your available time, without burning out or posting into the void.

2.2 Social Media Mastery

Learn the latest engagement techniques for major platforms, build your brand story, and connect with the people who matter most to your business.

2.3 Your Personal Brand 101

Define and communicate what makes you distinct, both online and in person, so the right people find you, remember you, and choose you.

2.4 Story Marketing for Small Business

Harness the power of your own story to create content that connects, resonates, and drives real results.

2.5 Content Creation with AI

Use AI tools to plan, draft, repurpose, and publish content across platforms faster and more consistently than ever. Practical, hands-on, and designed for business owners doing their own marketing.

2.6 Video Marketing with AI

Combine the power of video with AI tools to plan scripts, generate captions, repurpose content, and show up consistently on video without the overwhelm.

2.7 Email Marketing Essentials

Build and nurture an email list that generates consistent revenue and keeps your audience engaged between purchases.

2.8 Creating Winning Webinars

Design and deliver online events that educate, engage, and connect, without the technical stress.

2.9 Google Business Profile 101

Setup, optimise, and actively manage your Google Business Profile to improve local search visibility, collect and respond to reviews, and make a strong first impression online.

2.10 LinkedIn Marketing 101

Get started on LinkedIn with confidence. Learn how to optimise your profile, build your network strategically, and use LinkedIn to generate real business opportunities.

2.11 Meta Business Suite 101

A practical introduction to managing your Facebook and Instagram presence through Meta Business Suite, covering content scheduling, audience insights, and paid promotion basics.

2.12 Instagram for Business 101

Learn how to use Instagram for your business, covering content strategy, Reels, Stories, engagement, and how to grow an audience that converts.

2.13 YouTube for Business 101

Set up your channel, plan content that gets found, and use video to build trust and authority with your audience.

2.14 TikTok for Business 101

Learn how to create short-form video that reaches new audiences without a big production budget. Covers content formats, trends, and practical posting strategy.

What Participants Say:

"Working with Despina is like tapping into Mary Poppins' bag of endless tricks, tips, ideas and recommendations. So many takeaway moments which will not only help our industry to grow and develop, but also our team as a destination marketing organisation."

- Kellie Barrett, Senior Tourism Officer, Mornington Peninsula Tourism

BEST FOR:

Small to medium business owners, tourism operators, sole traders, community organisations, and anyone who wants to market themselves and their business with more confidence and less guesswork.

3. CUSTOMER SERVICE & EXPERIENCE TRAINING

Turn every interaction into a reason to return.

A great customer experience is your most powerful marketing tool. It generates return business, word-of-mouth referrals, and five-star reviews that no advertising budget can replicate.

Building a culture of service excellence, consistently, across every touchpoint, is what separates good businesses from great ones.



CUSTOMER SERVICE TOPICS

3.1 Delivering Exceptional Customer Experiences

IOE's flagship service training, built around the 3S Model: Satisfaction, Sacrifice, and Surprise, and the Show/Tell/Serve/Sell framework. Practical, high-energy, and immediately applicable.

3.2 Building a Customer-First Culture

Move from a business that reacts to customers to one that genuinely centres them. Build the systems, standards, and team mindset that make exceptional service the norm, not the exception.

3.3 The Art of Managing Challenging Customers

Every business has them, in person and online. This practical, high-energy session gives you the frameworks, language, and confidence to handle difficult customer interactions with composure across all touchpoints, turning potential flashpoints into opportunities to demonstrate exceptional service.

3.4 Online Reputation Management

Your online reputation is built one review and one comment at a time, and lost just as fast. This session covers how to monitor what's being said about your business, respond to reviews and comments professionally and strategically, and build a reputation that works for you rather than against you.

3.5 Online Customer Service: Navigating DMs, Chat and Social Interactions

Your customers are reaching out through Instagram DMs, Facebook messages, website chat, and Google reviews, and they expect a fast, professional, and genuinely helpful response. This practical session covers how to manage online customer interactions with confidence, consistency, and care across every digital channel.

3.6 Customer Path to Purchase and Retention

Map the real journey your customers take from first interest to repeat business, and identify the moments that make the difference between a one-time sale and a loyal, returning customer.

3.7 The Science of Customer Loyalty

Understand what actually drives customers to return, spend more, and choose you over every other option available to them. Drawing on behavioural psychology and real business application, this session gives you the frameworks to build loyalty by design, not by accident.

3.8 Customer Referral by Design

Stop waiting for word of mouth to happen and start building the systems, touch points, and experiences that make referrals inevitable. A practical, structured approach to turning satisfied customers into your most powerful marketing channel.

3.9 Mastering Difficult Conversations

Develop the language, frameworks, and confidence to navigate difficult conversations in any professional context, whether with customers, colleagues, or stakeholders, with clarity, care, and composure.

BEST FOR:

Small to medium business owners, customer-facing teams, councils, hospitality and service businesses, and any organisation where the customer experience directly drives revenue and reputation.

What Participants Say

"Very informative and a high energy session about how to manage challenging customers!"

- Nicole O'Sullivan, 5-star Google Review

"I have been to quite a few of these sessions and this one was outstanding. Despina was so personal. I got a lot out of it, refreshed my whole way of thinking and I have come out of it with new exuberance."

- Warren Stewart, Wyn City Bowl and Entertainment

4. SALES, REVENUE & FINANCE TRAINING

Earn more from what you already do.

Revenue doesn't grow by accident. Behind every thriving business is someone who understands how to price with confidence, sell without apology, and manage money with clarity.

Whether you're a small business owner reviewing your pricing, or a team leader building commercial acumen, this category gives you the practical tools to strengthen your bottom line.



SALES, REVENUE & FINANCE TOPICS

4.1 Pricing for Profit

Understand your costs, know your worth, and set prices that reflect the value you deliver without leaving money on the table.

4.2 Sales Fundamentals

Build the foundations of a confident, ethical sales approach that converts interest into income without feeling pushy.

4.3 Packaging for Profit

Create packages and collaborative offers that increase average transaction value and attract new markets. Also available in the Tourism and Visitor Economy section.

4.4 Overcoming Sales Objections

Handle pushback with confidence and turn hesitation into commitment.

4.5 Budgets and Financial Management

Understand your numbers, build a working budget, and make financial decisions with clarity and confidence.

4.6 Revenue Growth Strategies

Identify the untapped revenue opportunities already inside your business and build a plan to activate them.

4.7 Building Relationships for Success in Sales

Develop the trust, rapport, and long-term client relationships that make selling feel natural and sustainable.



BEST FOR:

Small to medium business owners, tourism operators, sole traders, team leaders with revenue responsibility, and anyone who wants to earn more from what they already do.

What Participants Say

"We've engaged Despina to do a product packaging seminar for us. Despina's research on the product prior to delivering it was fantastic. We ended up with a really engaging and productive session. The ability to draw out everybody's content and everybody's contribution was fantastic, we would highly recommend her."

- Greg Roberts, Golf on the Murray

5. LEADERSHIP & CULTURE TRAINING

Lead with clarity. Build teams that thrive.

Great organisations aren't built on strategy alone. They're built on people who lead well, communicate clearly, and create environments where others can do their best work.

Whether you're a first-time manager, a seasoned leader navigating change, or a council team looking to strengthen culture, leadership capability is what makes everything else work.



LEADERSHIP & CULTURE TOPICS

5.1 CTRL+ALT+DELETE to Reset Your Mindset and Lead with Purpose

IOE's flagship leadership keynote and program. Reset your thinking, reclaim your message, and rise with purpose. Designed for teams and organisations ready to let go of what's holding them back and move forward with intention.

5.2 Leading Through Change with Confidence

Develop the adaptive strategies and resilient mindset needed to lead teams through uncertainty, disruption, and transformation without losing people along the way.

5.3 Strengthening Teams Through Communication, Connection and Collaboration

Build stronger, more connected teams through better communication, genuine collaboration, and the kind of trust that makes work actually work.

5.4 Resilient Leadership Under Pressure

Develop the mental fitness to lead consistently under pressure, manage stress productively, and model wellbeing for your team.

5.5 From Team Member to Team Leader

Practical leadership foundations for emerging managers and supervisors stepping into leadership for the first time, the skills nobody teaches you before you need them.

5.6 Designing a Culture People Want to Work In

Move from a culture that happens by default to one that's built with intention, clarity, and shared values that people actually feel.

BEST FOR:

Council teams, organisational leaders, managers and supervisors, emerging leaders, HR and people and culture teams, and any organisation investing in its people as a strategic priority.

What Participants Say

"I have been to quite a few of these sessions and this one was outstanding. Despina set us on the track of how we are going to achieve that, we got a buy-in from all the team. I have come out of it with new exuberance."

- Warren Stewart, Wyn City Bowl and Entertainment

"Her knowledge of business is very broad and her ability to motivate and inspire is one of her greatest strengths. She's been tough with me when needed but always delivered her message with just the right amount of enthusiasm and kindness."

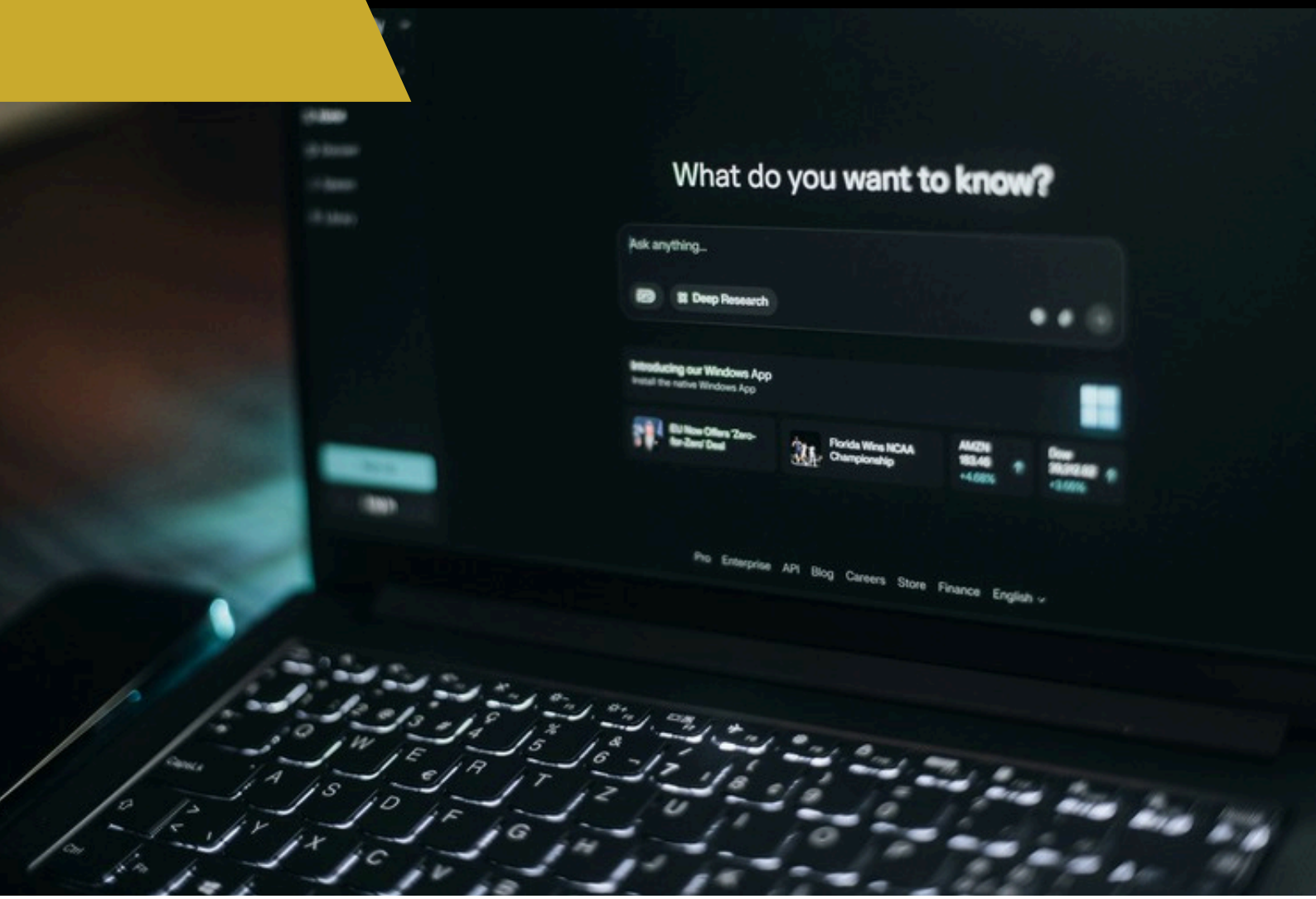
- Mark Williams, BreakLoose

6. DIGITAL & AI CAPABILITY TRAINING

Work smarter, show up stronger, and lead with confidence in a digital world.

Digital and AI capability is no longer optional. It's the difference between businesses that lead and businesses that scramble to catch up.

The tools available today are more accessible and more powerful than ever, and you don't need to be a tech expert to use them well. You just need the right guide.



FOUNDATIONAL AI TOPICS

6.1 AI Essentials for Smarter Business Operations

A practical, hands-on session covering the AI tools and workflows that make everyday business operations faster, smarter, and more efficient. Built around real use cases, not theory.

6.2 AI for Small Business

Practical AI tools to automate processes, make data-driven decisions, and strengthen your competitive advantage without the tech overwhelm.

6.3 Building Your Ethical AI Policy

A practical program for any business or organisation ready to build a clear, workable AI policy that governs how AI tools are used responsibly, transparently, and with integrity across their operations.

6.4 Ethical AI for Grant Writing

A focused, practical session for councils, not-for-profits, and community organisations navigating AI use in grant applications and funding submissions with integrity, transparency, and confidence. One of IOE's most requested sessions.

6.5 AI for Customer Communications

Use AI tools to write clearer, faster, and more consistent customer communications, from emails and responses to reviews and FAQs, without losing your authentic voice. Practical, hands-on, and built for teams who want to save time without sounding robotic.

6.6 AI Productivity and Content Creation

Use AI to produce better content faster, maintain your brand voice consistently, and reclaim hours in your week.

6.7 Website Readiness for AI Search

Search has fundamentally changed. This session covers how to ensure your website and online content are optimised not just for traditional search engines but for AI-powered search tools that are increasingly how customers find businesses like yours.

6.8 Digital Accessibility for Business

Create online content that works for everyone, including people living with disability. This practical session covers how to make your website, documents, social media, and digital communications accessible, inclusive, and compliant with current accessibility standards. **Recognised through the Quality Tourism Framework as a mark of excellence in accessible practice.**

6.9 ChatGPT for Business

A plain-English, hands-on session covering how to use ChatGPT effectively for everyday business use, from writing and research to planning and communications.

6.10 Claude for Business

Explore how Claude can support your business communications, content creation, research, and planning. A practical session for business owners and teams ready to put AI to work in their day-to-day.

6.11 Microsoft Copilot for Business

Learn how to use Microsoft Copilot across the Microsoft 365 suite to save time, improve output, and integrate AI into the tools you already use every day.

6.12 Google Gemini for Business

A practical introduction to Google Gemini and how it integrates with Google Workspace to support smarter working across documents, email, and planning.

6.13 Perplexity for Business

Discover how Perplexity can support research, market intelligence, and informed decision-making for business owners who want accurate, sourced answers fast.

BEST FOR:

Tourism operators, small to medium business owners, destination marketing organisations, councils, and any team that wants to work smarter using digital and AI tools without the overwhelm.

What Participants Say

"Amazing AI course, learnt so much!"

- Cath Trott, 5-star Google Review

"As a new small business owner, Despina made the training so engaging, simple and easy to understand, practical and very effective ways to incorporate SEO and manage my online presence and reputation."

- Arlene Tribo, 5-star Google Review

7. TOURISM & VISITOR ECONOMY TRAINING

Specialist training for tourism operators, destinations, and visitor economy professionals.

The Institute of Excellence has deep roots in the Australian tourism industry. Our Tourism and Visitor Economy programs are built from real experience working with operators, destinations, councils, and regional tourism bodies across Australia.

This is where business capability meets tourism specialism, practical, current, and built for the realities of the visitor economy.



TOURISM AND VISITOR ECONOMY TOPICS

7.1 Tourism 101

A deep-dive into the visitor economy and its role in regional and local growth. Ideal for new and established operators seeking big-picture context.

7.2 Tourism IGNITE

Comprehensive coverage of product design, business development, and marketing strategies for ongoing success in the visitor economy.

7.3 AI for Tourism 101

A practical introduction to artificial intelligence for tourism operators, covering smarter operations, market intelligence, and effortless content marketing.

7.4 Packaging for Profit

Design destination-focused packages that are relevant, collaborative, and profitable using IOE's proven 10-step formula. Also available in the Sales, Revenue and Finance section.

7.5 International Tourism Readiness

Prepare your business to welcome global guests by understanding cultural differences, international travel trends, and service adaptations for diverse markets.

7.6 Delivering Exceptional Visitor Experiences

Build and sustain a culture of exceptional guest service across your tourism business or destination, using proven frameworks and real-world scenarios that ensure every visitor interaction delights.

7.7 From Passion to Profitability: Leading Your Visitor Information Centre

Lead and manage your Visitor Information Centre with excellence, transforming passionate community spirit into a professional, commercially switched-on operation that drives real outcomes for your destination.

7.8 Empowering Your Volunteers

Recruit, train, and retain volunteers who deliver best-in-class guest service. Build a volunteer culture people want to be part of, and keep coming back to.

7.9 Tourism Trade Show Readiness

Prepare your business or destination to make the most of trade show opportunities, from booth presence and pitch confidence to follow-up strategies that convert leads into bookings.

7.10 Visitor Pathways to Purchase and Retention

Map the real journey your visitors take from first discovery to repeat visitation, and identify the moments that turn a single visit into lasting destination loyalty.

7.11 Visitor Referral by Design

Turn satisfied visitors into destination advocates. Build the experiences, touch points, and follow-up systems that make visitors want to share, recommend, and return.

7.12 Tourism Online Reputation Management: Leveraging Reviews for Business and Destination Growth

Your online reviews are one of your most powerful marketing assets. This session covers how to actively manage your reputation across tourism-specific review platforms, respond strategically to feedback, and leverage positive reviews to drive bookings for both your business and your destination.

7.13 Online Visitor Service: Navigating DMs, Chat and Social Interactions

Visitors are reaching out before they arrive, while they're there, and after they've left, through Instagram DMs, Facebook messages, Google questions, and more. This practical session covers how to manage visitor-facing digital interactions with confidence, consistency, and care across every touchpoint.

7.14 Risk Management and Crisis Communication

Prepare your tourism business or destination to identify risks before they escalate, and respond to crises with clear, confident communication that protects your reputation and your community when it matters most.

TOURISM & VISITOR ECONOMY TOPICS

7.15 Digital and AI Readiness for Tourism

Build confidence and capability across the digital and AI landscape, from tools that save time and streamline operations to ensuring your online presence is accessible and discoverable by today's traveller.

7.16 Australian Tourism Accreditation and Awards Excellence

Navigate the accreditation and awards landscape with confidence. Understand the standards, build the evidence, and position your business for recognition at a state and national level.

7.17 Destination and Tourism Strategy

Designed for DMOs, regional tourism bodies, and councils developing strategic plans for their visitor economy, from visioning through to implementation.

7.18 Tourism Awards Edge: Mentoring for Submission Success

Hands-on mentoring for tourism operators and destinations preparing award submissions, drawing on real experience guiding businesses through the Australian Tourism Awards process from category selection through to final submission.



What Participants Say

"Despina is extremely knowledgeable and passionate about the visitor economy and small business. She made a tailored program for us, focused on social media trends, customer review excellence and product packaging. Participants walked away with an increase in knowledge and confidence in providing excellent online visitor experience."

- Alarna Timmins, 5-star Google Review

"Despina is undoubtedly recognised as one of the savvy leaders of the Victorian tourism industry. Her natural ability to connect and be the guiding light has enabled much of the industry to flourish."

- Michael Hamilton, Victorian Tourism Industry Council

BEST FOR:

Tourism operators, destination management organisations, regional tourism bodies, councils, VIC managers, volunteer teams, and anyone working in or supporting the visitor economy.

HOW WE DELIVER

Every IOE program is available in a format that works for your team, your budget, and your location. Whether you need a keynote for 200 people or a self-paced online course for one, we have a delivery mode that fits.



In-Person Workshops

Hands-on, high-energy sessions delivered at your venue or a location of your choice. Ideal for teams who learn best together, in the room, with real conversation and peer learning.



Online and Virtual Delivery

Live, facilitated sessions delivered via video conferencing. All the engagement and interaction of in-person training, accessible from anywhere across Australia.



Self-Paced Online Courses

Learn at your own pace, on your own schedule. IOE's online courses are available 24/7, with the flexibility to revisit content as many times as you need.



Keynotes and Conference Sessions

Despina is an experienced keynote speaker and MC available for conferences, summits, industry events, and business breakfasts. Sessions are tailored to your audience and theme.



Tailored Organisational Programs

For councils, DMOs, and larger organisations with specific workforce development needs. IOE designs and delivers bespoke multi-session programs mapped to your strategic priorities.



Business Mentoring

One-on-one mentoring sessions for business owners and leaders who want focused, practical guidance. Available as individual sessions or ongoing programs.

LET'S IGNITE EXCELLENCE TOGETHER

In-person. Online. Self-paced. Always tailored.

Every great partnership begins with a conversation. Whether you're ready to book a program, explore what's possible for your organisation, or simply want to talk through your capability needs, we'd love to hear from you.



Not sure where to start?

The IOE Business & AI Capability Audit gives you a clear picture of where your business stands and where to focus first. Take the free audit now at audit.instituteofexcellence.com, or get in touch for a complimentary strategy session.

Explore Courses

Visit us at instituteofexcellence.com to browse all programs and online courses.

Request a Capability Conversation

Email **despina@instituteofexcellence.com** or call **0403 501 583** to arrange a conversation about your requirements.