

# Eliane Miles

Helping leaders make confident decisions in complex times.



**STRATEGIC KEYNOTE SPEAKER**

CONSUMER & SOCIAL TRENDS ANALYST

Founder + Director of  **Curious Co**

# STRATEGIC TRENDS & INSIGHTS

## Eliane Miles

Eliane Miles is a consumer and social trends analyst who helps senior leaders make confident decisions in complex and rapidly changing environments.

She is the founder of The Curious Co (thecurious.co), an insights and strategy consultancy that delivers practical strategic direction to clients across a wide range of industries.

With clients including Grant Thornton, CommBank, and Shopify, she has helped some of the world's largest brands gain insights for growth, engage more deeply with customers and build brand credibility.

Known for her analytical capability matched with deep intuition, audiences love her clear, curated, and engaging presentations.

She has delivered over 100 keynotes, strategy sessions, and executive workshops across multiple continents. A regular media commentator, Eliane has featured on ABC The Drum, 9News, SBS, and 7News as well as on radio, print and in online media.

Eliane's mission is to create clarity from complexity, share the story in the data, and lead organisations towards active, confident decision-making.



Eliane is a stellar presenter – clear, conscience and relevant.  
She really set the pace and tone for a successful event.

**PLATINUM COMMUNICATIONS**

# MOST REQUESTED TOPICS



“

Eliane has been fantastic to work with. She brought tremendous insight, energy and passion to our Leaders Forum session. I was very impressed by the analysis, research, turnaround and how she packaged and released the information to our global leaders.

COMPASSION INTERNATIONAL

- **The Structural Shift:**  
5 Forces Reshaping Customers, Work, and Trust
- **The AI-Era Customer:**  
How Decision-making, Trust and Loyalty are Changing
- **Leading through Acceleration:**  
Culture, Generations and Capability in the AI Era



# SIGNATURE KEYNOTES

## BOARD & EXECUTIVE STRATEGY KEYNOTE

### **The Structural Shift: 5 Forces Reshaping Customers, Work, and Trust**

In 2026 disruption is no longer episodic. It is structural. AI-mediated engagement, demographic transitions, generational change, workforce challenges, and declining trust are converging all at once.

In this keynote, culture analyst and business strategist Eliane Miles delivers an evidence-informed environmental scan of the five forces reshaping customer behaviour, workplace expectations, and strategic decision-making:

- AI-mediated decisions: AI-assisted discovery reshaping visibility, relevance and trust
- Demographic compression: Ageing populations and workforce strain reshaping demand and growth
- Generational acceleration: Gen Z expectations redefining loyalty, work, and brand trust
- Capability inequality: The AI divide creating productivity gaps and cultural tension
- Trust as economic currency: Transparency and values alignment driving competitive advantage.

This session translates macro shifts into clear implications, equipping leaders to move from reaction to response, from noise to narrative, and from complexity to confident decision-making.

---

## MARKETING / CUSTOMER EXPERIENCE KEYNOTE

### **The AI-Era Customer: How Decision-making, Trust, and Loyalty are Changing**

Customers are no longer navigating markets alone. They are navigating them with algorithms, peers, and AI.

Discovery is now intermediated. AI-assisted search, algorithm-curated recommendations and platform filters increasingly determine what customers see before they ever reach your brand. At the same time, authority is flattening. Generational shifts are dismantling traditional hierarchies of expertise. For Gen Z in particular, peer recommendation, creator influence and expert opinion carry equal weight. Trust is earned horizontally, not hierarchically.

In this keynote, Eliane Miles examines how discovery, comparison and trust formation are evolving, and what this means for visibility, credibility, and brand positioning. The question is no longer, "How do we adopt AI?" The real question is, "How are our customers changing, and are we structured to meet them there?"

Leaders will leave with a clear lens for evaluating visibility, authority, and trust in an AI-mediated marketplace.

---

## LEADERSHIP / CULTURE TRANSFORMATION KEYNOTE

### **Leading through Acceleration: Culture, Generations and Capability in the AI Era**

AI is not just changing productivity. It is redistributing power. Organisations are splitting between those who are AI-augmented and those who are not. Confidence gaps widen. Capability gaps follow. Culture fractures quietly.

At the same time, generational transitions are reshaping how change is received. Younger employees question authority differently. They assess credibility through transparency and fluency, not tenure.

In this keynote, Eliane Miles connects customer shifts, generational psychology and AI adoption to the future of leadership. She outlines how to close capability gaps before they become cultural divides, communicate change in ways that build trust, and lead multi-generational teams through technological acceleration.

The future of leadership is not technical mastery. It is clarity, credibility and disciplined decision-making under pressure.

# WORKING WITH ELIANE

## Engagement formats

### Keynote Presentation

45-60 minute keynote tailored to your audience and event objectives.

### Keynote + Executive Dialogue

60-minute keynote followed by a facilitated 30-minute executive discussion.

### Half-Day Strategic Session

Keynote plus structured executive workshop designed to translate insight into action.



Eliane delivered a highly engaging session to our 160+ leaders at our national conference. Her insights helped our leaders shift and amplify their thinking in how we can be more responsive in a way that is authentic to our brand and our people.

**CEO, GRANT THORNTON**



### Customisation Approach

Each session is strategically tailored to your audience and objectives.



### Audience Impact

Clear, research-backed insight with practical executive application.



### Seamless Delivery

Professional, structured and easy to partner with from start to finish.



# IN THE MEDIA



The executive were effusive in thanks, and the presentation provided just the right research context to anchor the rest of our discussions.

## SYDNEY METRO

Eliane is always excellent!  
The content and presentation was fantastic.

## MACQUARIE UNIVERSITY

Eliane was spot on. She led our board in top-shelf exploration of strategic and demographic thinking, both specific to our organisation and the broader market.

## CBM AUSTRALIA



# CLIENTS

## Financial Services, Property & Advisory



## Technology, Digital & Consumer



## Government & Infrastructure



## Professional & Industry Associations



## Health, Care & Human Services



## Education & Training



## Not for Profit & Advocacy



Thank you for your excellent presentation! Your session was a great way to get the day started and to get the audience looking forward at what changes, challenges, and opportunities may arise.

You played a huge part in making our conference a success!

## DESTINATION NORTH COAST

# Eliane Miles

Keynote presentations • Strategy workshops • Boardroom briefings

Eliane is a great speaker with great facts, insights and delivery style!

Eliane is always excellent! The content and presentation was fantastic.

**NAPSA**

**MACQUARIE UNIVERSITY**



**WATCH ELIANE'S SHOWREEL:**

<https://youtu.be/VD2aw43a6no>

INVITE **ELIANE** TO  
BRING **CLARITY** TO YOUR  
NEXT **STRATEGIC EVENT**.

[hello@elianemiles.com](mailto:hello@elianemiles.com)



[linkedin.com/in/  
eliane-miles/](https://www.linkedin.com/in/eliane-miles/)



[www.instagram.com/  
eliane\\_miles](https://www.instagram.com/eliane_miles/)

