

Eliane Miles

The national picture, and where your people sit in it.



KEYNOTE SPEAKER

SOCIAL RESEARCHER

Founder + Director of  **Curious Co**

ABOUT ELIANE

Eliane Miles

Eliane Miles is a social researcher and keynote speaker. She spends her working life listening to Australians (customers, staff, members and leaders) and working out what they're telling us about how the country is deciding, working and trusting.

Her conviction is simple: national trends only matter once you know where your own people sit against them. On stage she gives audiences the national picture. For organisations that want to go further, she interviews their own customers, members or leaders beforehand, so the room sees where its people match the rest of the country and where they don't. That gap is usually where the most useful conversation of the day begins.

Before founding The Curious Co, a qualitative research consultancy, Eliane was Research Director and a keynote speaker at McCrindle. She later led the insights function at Compassion Australia. Her clients include Grant Thornton, CommBank, Shopify, Sydney Metro and Anglicare. She is a graduate of the Australian Institute of Company Directors and a former non-executive director of CBM Australia.

She has delivered more than 100 keynotes, strategy sessions and executive workshops. She brings the evidence, and she reads the room. A regular media commentator, she has appeared on ABC The Drum, 9News, SBS and 7News.

Her research paper, The Disconnection Economy, publishes in early 2027.



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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



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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:**
Five 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

Each keynote is also available as a Research Keynote: before your event, Eliane interviews a sample of your customers, members or leaders, and the session shows where your people sit against the national picture.



SIGNATURE KEYNOTES

BOARD & EXECUTIVE STRATEGY KEYNOTE

The Structural Shift: Five forces reshaping customers, work, and trust

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, social researcher 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, and to see where their own organisation sits in the shifts.

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

Keynote · 45–75 minutes

Original research on how Australians decide, work and trust, tailored to your audience.

Research Keynote

Before your event, Eliane interviews a sample of your customers, members or leaders. The keynote shows the national picture and where your own people sit inside it.

Research Keynote + Leadership Session

The research keynote, then a working session with your leaders on what the gap means.



Customisation Approach

Tailored after a pre-event briefing, or built on interviews with your people.



Audience Impact

Clear, research-backed insight with practical executive application.



Seamless Delivery

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



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

SYDNEY METRO

IN THE MEDIA



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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.

GRANT THORNTON

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



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CLIENTS

Financial Services, Property & Advisory



Professional & Industry Associations



Education & Training



Technology, Digital & Consumer



Government & Infrastructure



Health, Care & Human Services



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!

NAPSA

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

MACQUARIE UNIVERSITY



WATCH ELIANE'S SHOWREEL:

<https://youtu.be/VD2aw43a6no>

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

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