

Thank you for asking for more information regarding **Keri Stewart as a speaker/presenter**. Keri is an engaging, interactive presenter that weaves in stories, hands-on lessons, and many takeaways. Her style is humorous, conversational, fun and enlightening. She is regularly requested to be a keynote speaker, break out session leader, motivational speaker and conference presenter. She enjoys being hired by companies to train, coach and develop their employees in the areas of UPFRONT presentations, leadership, communication, sales, handling change and increasing customer service.

Workshop or seminar participants' feedback is always favorable and comments received include "good use of time to attend workshops, seminars or breakout sessions lead by Keri." References available upon request. Below are a few of the most requested topics and WIIFM "what's in it for the participants" for each topic below. Which would best fit for your event?

Title: Boundaries

Setting healthy boundaries and creating healthy habits impacts every aspect of your life, not only work. Once there is an understanding of what each is, it's much easier to apply and enforce what works best for you. In this session, participants gain and create a clear picture of what healthy boundaries and habits look and feel like for them. **WIIFM:** Identify and develop solid boundaries and habits that work for you.

Title: How to Make a Stronger Communication Connection

Seriously, do you get along with everyone at work? Do people *not hear* what you thought you said? Communication is one of the biggest challenges in most companies. There are four different behavioral styles in the workplace. This workshop delves into observable behaviors of these four styles and how to get people to HEAR what you meant. **WIIFM:** When a person's style is recognized; and the choice made to alter our approach with someone, communication improves, productivity increases and tension decreases. The skills learned in this workshop are beneficial personally and professionally

Title: It is NOT about "the WHAT"...

We all know Simon Sinek, but do we apply his principles? When it comes to presenting how we make our living, most of us are wired wrong. We are so sure everyone wants what we offer, we can't wait to tell anyone that will listen all about it. Some politely listen and engage in conversation; others excuse themselves as quickly as possible and then move on to the next conversation. Chances are we repeat what we just said for the same reaction. **WIIFM:** Are you ready to connect better with others resulting in increased sales, customer loyalty and recruiting new prospects? This is a hands-on workshop; not a listen to only lecture. Create a new, improved version of how to engage others while networking and in



conversations. Your elevator pitch will improve after attending this workshop. Learn the key ingredient to what you say when introducing yourself, and it will open doors.

Title: Do You Know Which Keys Unlock Stellar Customer Service?

This is a fun, fast-paced, interactive session on Customer Service with plenty of takeaways. This workshop focuses on key elements necessary and important to achieve customer loyalty. Which keys are you missing? We'll investigate three main areas: defining customer relationships, key components of customer service, mastering on-going customer relationships. **WIIFM:** We have forgotten the simple aspects of customer service, and this brings them all back into action.

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Title: Coach to Motivate Your Team

The first step in being able to motivate your team is realizing not everyone is motivated in the same way. Through the application of techniques and practices, participants will have the opportunity to identify what motivates them as well as reviewing the other motivators that exist. Additionally, participants will develop a plan and mantra to stay motivated during the times when they don't feel motivated. Team motivation can be challenging to sustain. There are changes in roles and tasks, which causes leaders to make adjustments to be able to continue to motivate productive teams. **WIIFM:** Participants use their experiences to build a plan to keep their teams motivated for the long term.

Title: Leverage Influence and Persuasion to Engage Employees

Influence and persuasion are powerful tools to use to develop and grow relationships when used appropriately. Participants recognize the psychology behind influence along with five rules that support it as well as how applying influence and persuasion benefit their success. When we can use influence and persuasion in our relationships, then we have made a connection with the other person. In that connection, we have built a level of trust. Participants will be able to identify how to establish that trust and begin creating the foundation. When people like you, then you have influence and can persuade. **WIIFM:** Participants determine what it is that makes them likable, and how to they can use that to create allies and continue to build trust.

Title: The Art of Asking GREAT Questions

Purposefully asking questions can save time and provide perfect clarity to a discussion. Explore different techniques to asking questions in this workshop. By asking questions more effectively gains the knowledge and insight needed and develop a better rapport with others by learning how to show genuine interest. Participants use questions as a tool for enhancing listening and for a richer understanding. No one wants to be interrupted; that said it is good to know someone cares about what we are saying. **WIIFM:** Asking appropriate questions allows us to avoid getting trapped in the GAP between what is said, and what we comprehend. Questions also build a stronger connection to shared

information by allowing the listener to make a personal link to what they hear, and what they understand.

Title: Improving Your Listening Skills

Participants will discover how to balance interaction with silent attention to become an involved listener. While listening can often be about sitting quietly, it is equally important to show interest and invite focused interaction on the speaker. This session helps refine the goal of listening by giving the listener a more active role than simply being quiet at all times. Identify the elements of communication and discover how to balance the goal of interaction with silent attention. Use feedback messages as an effective and simple way to achieve complete understanding. **WIIFM:** As part of a good dialogue, feedback presents the speaker with an opportunity to learn how what they have said is being interpreted by others.

Title: Likeability, Trust and Allies

When people like you, then you have influence and can persuade. In this session, participants determine what it is that makes them likable, and how to they can use that to create allies and continue to build trust. **WIIFM:** Determine how to develop influencing strategies is part of this workshop.

Title: Dealing with Difficult Customers, Behaviors, People, and Situations

We all face people who are difficult for us and so many times in those situations, and we will walk away wondering what we could have done differently to reach a better outcome. Or, we think some people are just impossible, and we can do nothing. In this session, participants recognize what they can do when dealing with difficult people. **WIIFM:** Identify how you can impact people exhibiting difficult behavior. Discover the different types of difficult people and how to respond. Determine what you can do in dealing with difficult people. Look at what you can control and how to impact outcomes.

Title: Six Thinking Hats

Leaders must make decisions that have consequences—even though available information is sometimes conflicting and always incomplete. Decision quality largely determines outcomes, and outcomes largely determine the leader’s value and career arc. Although the traditional analytical argument may be good for determining “what is,” there is a superior method for determining “what can be.” **WIIFM:** participants will recognize a process, and associated skills to help make excellent personal and/or professional decisions.

Title: OOPS! How to Recover from ‘Screw Ups with Customers’

Participants explore the importance of service recovery to a business as well as define their role in that recovery process. They will learn how to manage emotions and utilize specific techniques to problem solve during difficult customer interactions successfully. **WIIFM:** Determine the importance of your service role in all customer interactions

Title: Elements of a Great Conversation

Conversation is an art, and while we communicate more now than ever, there has never been a better time to consider how to build great conversations, in the face of so much digital chatter, quick messaging, and rapid-fire thought delivery. While conversations take place all the time and range from a brief text message to a lengthy discussion, some elements make great conversation possible. In this session, participants discover Elements of Great Conversation: Ask, Listen, Learn, Offer, Agree, Review, and Close. By interacting with each element of conversation participants identify how to create a dialogue that is complete, productive and quickly engages others without forcing participation. **WIIFM:** Recognize the elements that create an effective conversation and effectively engage in productive and well-formulated dialogue.

Title: 9 Factors of Trust

People will do business with people they trust. How much do your customers trust you? How much trust is within your organization? Trust is a deal breaker inside your company walls and externally with your customers and prospects. **WIIFM:** Where the effort begins is within – look in the mirror and what do you see? Lets’ explore the working environment and locate a nugget to investigate the level of trust from different perspectives/

Title: The Power of NO!

NO is a very powerful word! Most of us don’t say it frequently enough, and with enough conviction. We are YES machines and relinquish our personal power by not respecting our own boundaries. What’s the evidence? We set boundaries; we compromise them, we wonder why we aren’t as productive as we should have been, can’t get it all done and are worn out. In this presentation, we explore areas of our life that might prove more fruitful and fulfilling if we only permitted ourselves to say NO. **WIIFM:** Discovering what part of the problem WE are; when we are overbooked, exhausted and spread too thin - who is to blame?

Title: Step Ladder to Less Stress

We all have choices, and what we choose directly affects our stress levels. We are bombarded daily with all kinds of news – good to flat-out depressing – and we can choose what we internalize and how we contribute to our stress levels. As leaders in organizations, we can model better ways to handle stressful times to our co-workers and employees. **WIIFM:** Learn some immediate ways to react differently to your stressors and insights into how to coach your employees to react differently to stressors.

Title: Generations in Our Work Place and Lives

Ours is a unique time of multi-generations living under one roof, and working together in our offices. While the span of knowledge is vast – the challenges are REAL. We all think differently, were brought up differently and are motivated differently. **WIIFM:** This conversation sheds some light into the dark corners of why “those people” really bug me and strategies on how to manage “them” in the workplaces of today.

Title: Come in With an Idea and Leave with a 90 day Plan

When more of the same is no longer an option, let’s transition into a proven planning method. Great ideas left un-captured – become forgotten thoughts and unproductive activities don’t accomplish business goals. This informative, introspective look into what you think about will dramatically improve your productivity immediately. Clarity. Targets. Results. **WIIFM:** Sort out what you pay attention to, where you need to spend your time and what is truly important. The participants organize all their details onto One Page and create accountability measures toward success.

Title: ABC’s of Closing

When it comes time to close the sale, are you stuck in a rut? Salespeople get timid at the wrong time; the prospect has money to spend and will do so with either you or your competitor. You’ve done everything well: planned your presentation, delivered it to perfection and did you walk away with or without the sale? **WIIFM:** Time to expand our default closing techniques, close more deals and earn a few more bucks in your business.

Title: 10 Commandments of a GREAT Organization

Organizations are busy. Employees have deadlines, goals, deliveries and problems to handle. Who has time to think about the culture of the organization? A healthy culture is paramount to happy and productive employees. Common sense is not always common practice **WIIFM:** Pause. Reflect. Appreciate. Not all changes have to be big, expensive or time consuming to make a HUGE impact on the culture of your company.



Title: Six “kNOTS’ of Persuasive Presentations

Delivering powerful presentations internally and externally is becoming a competency needed in today’s competitive environment. If you want to stop thinking of presentations as "torture" and start untying the 'kNOTS' of how to deliver persuasive presentations, join us for this workshop. You'll discover six basic mistakes many presenters make. **WIIFM:** 30 million presentations given in the US daily, and 49% of them are a waste of time. Don’t be one of the 49% statistics stand out as being a GREAT presenter with these proven tips & techniques.

Title: Leadership – New Mexican Style

Business Owners and leaders of today face the fastest paced, most demanding work environments in recorded history. There are five key questions posed to leaders in this workshop. These five questions raise relevant areas that, when clarified (first in the leader’s mind), then communicated clearly and concisely with others in your business, catapults those you lead into successful action. **WIIFM:** From the business owner to the employee serving our customers or guests, there becomes an understanding what the organization is demanding of employees' energy and efforts, and how they contribute to the bigger business picture.

Title: Is your Presence Helping or Hindering?

Have you ever left a nerve-racking challenge and immediately wished for a do-over? Maybe after a job interview, a presentation, or a difficult conversation? The very moment that requires us to be genuine and commanding can instead cause us to feel phony and powerless. Too often we approach our lives' biggest hurdles with dread, execute them with anxiety, and leave them with regret. In this break out session, we'll learn and experiment how to use simple techniques to liberate ourselves from fear in high-pressure moments, perform at our best and empower others to do the same.

Thank you for your inquiry for Keri to be a part of your event, conference or association meeting. To see and hear Keri, visit her website at www.results4business.net

Sincerely,

A handwritten signature in grey ink that reads "Keri Stewart".