



Thank you for asking for more information regarding **Keri Stewart as a speaker/presenter**. Keri is an engaging, interactive presenter who weaves in stories, hands-on lessons, and takeaways. Her style is humorous, conversational, fun, and enlightening. She enjoys working with companies to train, coach, and develop leaders and teams.

She is regularly requested to be a keynote speaker, breakout session leader, motivational speaker, and conference presenter in these areas:

- [Leadership](#)
- [Communication](#)
- [Wellness](#)
- [Customer Service](#)
- [Sales](#)
- [Book Summaries](#)

Workshop or seminar participants' comments are always favorable, and comments received include, "Time went by so fast! Good information shared, funny and good use of my time." References available upon request.

Below are a few of the most requested topics and WIIFM ("what's in it for the participants"). Which title intrigues you? Let's chat and strategize which would best fit your event.

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### 90-minute Interactive, Engaging Book Summary Workshops

## LEADERSHIP TOPICS:

### 1. 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. How well do you know yourself to lead yourself?

Too often, we approach our lives' biggest hurdles with dread, execute them with anxiety, and leave them with regret.

**WIIFM:** we'll learn and experiment using simple techniques to recognize our tendencies and how they contribute to our reality. Let's liberate ourselves from fear in high-pressure moments, perform at our best, and empower others to do the same.

### 2. TO BUILD TRUST, INCREASE YOUR VULNERABILITY, AND MAXIMIZE YOUR INFLUENCE

We buy from people we trust. People don't like to "be sold" whether we volunteer, exchange monies, or time; we prefer "to buy." Trust is at the foundation of relationships.

This workshop will immediately share practical visual tools and tips to navigate the filters blocking healthy conversations within organizations and teams.

**WIIFM:** Become clear what walls of self-preservation we are hiding behind and how to drop those barriers with others. Maximize your influence and discover the most common leadership and connectivity pitfalls.

### 3. ARE YOU A LEADER WORTH FOLLOWING?

What is it like to be on the other side of you? We lead our companies, departments, divisions, or teams with our best intentions. Are your people following you out of compliance or commitment?

What type of support and challenge do you bring as a leader? How well do you know your leadership style?

**WIIFM:** the takeaways from this workshop are learning two profound and straightforward tools as we look in a mirror at ourselves. You'll know yourself better and where to start working on becoming a leader worth following.

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#### **4. LEVERAGE INFLUENCE AND PERSUASION TO ENGAGE EMPLOYEES**

Influence and persuasion are powerful tools to develop and grow relationships when used appropriately. Participants recognize the psychology behind influence, five rules supporting it, and how applying influence and persuasion benefits their success.

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When we can use influence and persuasion in our relationships, we have connected with the other person. In that connection, we have built a level of trust. Participants will 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 makes them likable and how they can use it to create allies and build trust.

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#### **5. THE ART OF ASKING GREAT QUESTIONS**

Purposefully asking questions can save Time and provide perfect clarity to a discussion. Explore different techniques to ask questions in this workshop.

By asking questions more effectively, we gain the knowledge and insight needed and develop a better rapport with others by showing genuine interest.

Participants use questions to enhance listening and for a richer understanding. No one wants to be interrupted; it is good to know someone cares about what we are asking.

**WIIFM:** Asking appropriate questions avoids 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.

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#### **6. IMPROVING YOUR LISTENING SKILLS**

Participants will discover how to balance interaction with silent attention to become involved listeners. While listening can often be about sitting quietly, it is equally important to show interest and invite focused interaction with the speaker.

This session helps refine 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 straightforward way to achieve complete understanding.

**WIIFM:** As part of good dialogue, feedback presents the speaker with an opportunity to learn how what they have said is being interpreted by others.

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## **7. LIKEABILITY, TRUST AND ALLIES**

When people like you, then you have influence and can persuade. In this session, participants determine what makes them likable and how they can create allies and continue building trust.

**WIIFM:** Determine how to develop influencing strategies in this workshop.

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## **8. DEALING WITH DIFFICULT CUSTOMERS, BEHAVIORS, PEOPLE, AND SITUATIONS**

We all face difficult people. So many times in those situations, we will walk away wondering what we could have done differently to reach a better outcome, or we might "toss in the towel, and don't care." 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 problematic 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.

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## **9. 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 suitable 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 professional decisions.

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## **10. COACH TO MOTIVATE YOUR TEAM**

The first step in motivating your team is realizing not everyone is encouraged in the same way. Through applying techniques and practices, participants will have the opportunity to identify what motivates them and review the other motivators that exist.

Additionally, participants will develop a plan and mantra to stay motivated when they don't feel motivated. Team motivation can be challenging to sustain. There are changes in roles and tasks, which causes leaders to adjust and motivate productive teams.

**WIIFM:** Participants use their experiences to build a plan to keep their teams motivated for the long term.

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### 11. 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?

Lack of 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? Let's explore the working environment and locate a nugget to investigate the level of trust from different perspectives.

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### 12. 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 uncaptured – become forgotten thoughts, and unproductive activities don't accomplish business goals.

This informative, introspective look into what you think will improve your productivity immediately and over the next 90 days. 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.

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### 13. 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. We can determine what we internalize and how it contributes to our stress levels. As leaders in organizations, we can model better ways to handle stressful times for our co-workers and employees.

**WIIFM:** Learn some quick ways to react differently to your stressors and insights into coaching your employees to respond differently to stressors.

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### 14. LEADERSHIP – NEW MEXICAN STYLE

Today's business owners and leaders face the fastest-paced, most demanding work environments in recorded history. There are five critical 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 of what the organization demands of employees' energy and efforts and how they contribute to the bigger business picture.

## COMMUNICATIONS TOPICS:

### 1. 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 five different behavioral Voices in the workplace.

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This workshop delves into observable behaviors of these five Voices and the strengths they add to decisions and conversations.

**WIIFM:** When a person's style is recognized; and the choice made to alter our approach with someone, communication improves productivity, and tension decreases. The skills learned in this workshop are beneficial personally and professionally.

### 2. 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 and range from a brief text message to a lengthy discussion, some proven 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 conversational element, participants identify how to create a full, productive dialogue and quickly engage others without forcing participation.

**WIIFM:** Recognize the factors that make an effective conversation and effectively engage in constructive and well-formulated dialogue.

## WELLNESS TOPICS:

### 1. BOUNDARIES

Setting healthy boundaries and creating beneficial habits impact every aspect of our personal and professional life. Once there is an understanding of each, 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 practices that work for you.

### 2. GREAT ORGANIZATIONS BEGIN WITH CULTURE & CARING

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 extensive, expensive, or time-consuming to make a HUGE impact on your company's culture.

### 3. THE POWER OF NO!

NO is a powerful word! Most of us don't say it frequently enough and with enough conviction. We are YES machines and relinquish our power by not respecting our boundaries. What's the evidence?

We set boundaries. We compromise, wonder why we aren't productive and are frustrated when we don't get it all done. We are worn out, and it is our fault. In this presentation, we explore our tendency to say yes or no. Saying no might prove more fruitful and fulfilling if we only gave ourselves permission 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?

### 4. HOW TO BE PRESENT AND PRODUCTIVE WHEN THERE'S NEVER ENOUGH TIME

Remember the first stick shift vehicle you learned to drive? Can you still hear the grinding gears as a novice? After we understood all the mechanics of shifting in and out of gears, the driving experience was more enjoyable, less frustrating, and more efficient. In our personal and professional lives, we also have gears.



Want to learn how to be present and productive, even when it feels like there's never enough time? Suppose you're like many busy adults who struggle to achieve work/life balance.

In that case, you'll want to learn about the 5 Gears, a revolutionary method for improving your ability to connect well in your relationships and work at total capacity.

Warning: The 5 Gears tool and the personal stories you'll hear could change your life!

**WIIFM:** The more familiar we are with which gear to be in, at which time with the people around us, tensions drop, efficiencies increase, and appreciation for others elevates.

This workshop helps people conquer work/life balance and learn how to connect with those around us. Learn how to build better relationships at work. Learn how to reconnect with your kids/spouse/family. Learn how to recharge.

## CUSTOMER SERVICE TOPICS:

### 1. DO YOU KNOW WHICH KEYS UNLOCK STELLAR CUSTOMER SERVICE?

This workshop focuses on critical elements essential to achieving customer loyalty. Which keys are you missing?

We'll investigate three main areas: defining customer relationships, key components of customer service, mastering ongoing customer relationships.

**WIIFM:** We have forgotten the simple aspects of customer service. Bringing them all back into action in a fun, fast-paced, interactive session with plenty of takeaways.

### 2. OOPS! HOW TO RECOVER FROM 'SCREW UPS WITH CUSTOMERS'

Participants explore the importance of service recovery to a business and define their role in that recovery process.

They will learn to successfully manage emotions and utilize specific techniques to solve challenging customer interactions.

**WIIFM:** Determine the importance of your service role in all customer interactions.

## SALES:

### 1. ABCS 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.

### 2. SIX "KNOTS" OF PERSUASIVE PRESENTATIONS

Delivering powerful presentations internally and externally is 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 are given in the US daily, and 49% 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.

### 3. IT IS NOT ABOUT "THE WHAT"...

I adore (yet have never met) Simon Sinek and his principles? When presenting our products or services, we deliver the wrong message. 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 subsequent discussion. 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? A hands-on workshop, not a listen-to-only lecture. Create a new, improved version of engaging 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.

90-MINUTE INTERACTIVE, ENGAGING BOOK SUMMARY WORKSHOPS AVAILABLE:

- *Crucial Conversations* by Joseph Grenny, Kerry Patterson, et al. |
- *Ideal Team Player* by Patrick Lencioni
- *5 Dysfunctions of a Team* by Patrick Lencioni
- *Atomic Habits* by James Clear
- *Getting Naked* by Patrick Lencioni
- *Presence Bringing Your Boldest Self to Your Biggest Challenges* by Amy Cuddy
- *Pumpkin Plan* by Michael Michalowicz
- *The Coaching Habit* by Michael Bungay Stanier
- *The ONE Thing* by Gary Keller
- *Traction* by Gino Wickman
- *Essentialism, The Disciplined Pursuit Of Less* by Greg McKeown
- *Made to Stick* by Chip and Dan Heath
- *Profit First* by Michael Michalowicz
- *Go-Giver* by Mann

Thank you for your inquiry about Keri being a part of your event, conference, or association meeting. To see and hear Keri, visit her website at [www.Results4Business.net](http://www.Results4Business.net)

Sincerely,

