

Joan Fox Program List

Joan Fox has a fun, enlightening, and practical approach to Service, Leadership, Teambuilding and Communications. Joan carefully customizes her keynote to your specific audience with appropriate industry background, examples and terminology. The following are some of Joan's most requested keynotes.

In Customer Service

You Make the Difference!

There is a large difference between “getting served” and “feeling served.” This keynote highlights the role of the individual in service. You will learn about the three “difference makers” and the profound impact that the service provider makes in the perception of service. This experience is designed to be both educational and motivational.

Service and the “DUH” Factor

No one said that great service requires great thinking. This keynote is about the role common sense plays in service. You will be entertained as you gain insights, perspectives and practical ideas to put immediately to use.

Service “WOW”

In order to create a competitive advantage with service, it is imperative to go beyond the norm. Service today is mostly minimalist (yawn) with a splash of brilliance once in a while. This keynote details the current state of service and examines how to compel your customers to say “WOW!”

In Service Leadership:

Outwit, Outlast, Outserve: Ultimate SERvival Strategies

The votes have been tallied and the results are in. There may be exceptions, but in general, *service still stinks*. With profound impact on productivity, competitiveness, profitability and ultimately a company's survival, service definitely matters. Why then hasn't Corporate America found the cure? The answers may surprise you. This keynote outlines a service strategy that you can use today.

Are You Winning With Service?

Service matters! Research repeatedly shows that consistent excellent service in most cases provides a clear competitive advantage. Leaders intuitively get on the band wagon, at least in spirit. This keynote highlights the profound differences between the intent to compete with service and the actual execution of that intent.

In Leadership:

Living Leadership

This keynote challenges attendees with the five requirements for Living Leadership. In the light of both cultural and business dynamics, Joan presents what it **really** takes to be a leader. Get ready to examine your personal leadership goals, make critical choices, and be inspired by how simple (not easy) it is to live a life of leadership. Leaders must first lead themselves.

In Teambuilding

Teaming for Success

Did you ever stop to think about the teams behind the most successful products or services? What binds them together and makes them effective? The plethora of successful teams that saturate today's organizations prove that building teams is anything but a waste of time. The challenge is to continue to build better teams. In this session, the elements that hold high performing teams together are examined, along with the counter-intuitive components that sometimes result in team failure. You will be compelled to make changes to build a better team.

In Communication

What Kind of Communicator are YOU?

It's been said that the most sought after skill in the world, is the ability to communicate effectively with others. After all, our capability to influence and persuade, to sell an idea, to communicate with a customer, and to bring our thoughts to fruition often involve the process of convincing someone else. This session examines how social styles affect our communication. If you want to communicate more effectively, this session is eye-opening.

Building Rapport: From Mystery to Mastery (or Can Your Customer Hear You?)

What would your life be like if you could build rapport with anyone at anytime? The ability to gain rapport is without a doubt one of the most important and most underestimated of all skills. Unfortunately rapport has been downgraded to mean "chit-chat". This understanding leaves us far from the mark. Neurolinguistic Programming (NLP) gifts us with a technology to enable us to develop rapport at anytime, with anyone. A phenomenon that most have only experienced spontaneously and by happenstance--can be achieved at will.

In Change

Thriving on Change: Skills to Manage Tomorrow

Change offers hope, yet we cling to the known, the past. Change promises relevance, yet we adhere strongly to old paradigms. Change offers progress, yet we fight to remain the same.

To truly thrive on change, we need to overcome the inherent resistance to breaking with the old culture, and "buy in" to the changes. Are you change ready? This program details how to make the transition "from survive to thrive."