

Joan Fox

Increasing Your Capacity to Compete & Win

MOST REQUESTED KEYNOTES

Outwit, Outlast, Outserve: Ultimate "SIR VIVAL" Strategies

This dynamic keynote is based on Joan's new customer service book, *The Chronicles of Sir Vival: Customer Service Under Siege*. You will learn why service still stinks and more importantly the keys that will change your customer service culture forever. The concepts in this presentation live at the heart of every spectacular service experience.

Service and the "DUH" Factor

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

Patient Satisfaction: Who Cares?

Does customer service really matter in the medical industry? The answer is a resounding, "yes." The changing landscape of medical care and the increased pressure on profitability demands a rethinking of some historically held beliefs around customer service. In this interactive keynote, you will learn the differences between serving your patients and making your patients "feel served."

You Make the Difference!

You don't get from life what you want, you get who you are. In this motivational keynote, you will learn three "difference makers" and the profound influence that an individual makes when they bring their "best self" to work everyday. This experience is designed to be educational, motivational and fun.

Everyday Leadership

Leadership is a choice. It is not elected or bestowed, it is lived. This session challenges attendees with the five requirements for Everyday Leadership. In the light of both cultural and business dynamics, Joan presents what it really takes to be a leader. You will be provoked to examine your personal leadership goals, incited to make some critical choices, and inspired by how simple (not easy) it is to live a life of leadership everyday.



WHAT CLIENTS ARE SAYING:

"Hands down, Joan Fox is the most insightful, inspiring, and engaging speaker I've heard in a long time. Couple that with her magnificent ability to poke around in your brain until a new thought is born, and you've got magic."

John R. Arend

— Founder and CEO International Chemical Company

"Clever, charming and insightful—this book captures the keys that will change your customer service culture forever." — Ken Blanchard, coauthor of *The One Minute Manager* and *Leading at a Higher Level*

The Chronicles of SIR VIVAL Customer Service Under Siege



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Ken Blanchard

— coauthor of *The One Minute Manager*[®] and *Leading at a Higher Level*



EAGLE inspiration
speaking training consulting

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