

Inspire your leaders with insights and real-world strategies with some of the world's best training sessions.

January	<b>Jack Mackey</b> RAISE THE CUSTOMER SERVICE CROSS-BAR.	<b>Andy Bounds</b> DELIVER RESULTS THE FIRST TIME.
February	<b>Dr. Kimberley Alyn</b> LEAD YOUR TEAM THROUGH CHANGE.	<b>Dr. Terry Paulson</b> SIX STEPS TO EFFECTIVE MENTORING.
March	<b>Roger Dawson</b> THE ROAD TO NEGOTIATING SUCCESS.	<b>Mark Sanborn</b> CREATE A BLUEPRINT FOR TEAM SUCCESS.
April	<b>Ron Crossland</b> HOW TO INSPIRE INNOVATION.	<b>Andy Bounds</b> HOW TO CREATE CONSENSUS.
May	<b>Dr. Nido Qubein</b> THE LEADER'S MINDSET.	<b>Simon Bailey</b> DEVELOP EFFECTIVE & DEVOTED EMPLOYEES.
June	<b>Mark Sanborn</b> HOW TO IMPROVE WORKPLACE PERFORMANCE.	<b>Dr. Kimberley Alyn</b> INCREASE ACCOUNTABILITY & RESPONSIBILITY.
July	<b>Ron Crossland</b> STIMULATING STRATEGIC THINKING.	<b>Dr. Terry Paulson</b> TAKE YOUR JOB SERIOUSLY, TAKE YOURSELF LIGHTLY.
August	<b>Jack Mackey</b> STRATEGIES: DEALING WITH DISSATISFIED CUSTOMERS.	<b>Mark Sanborn</b> TEN WAYS TO INCREASE MORALE & MOTIVATION.
September	<b>Dr. Kimberley Alyn</b> HOW TO MANAGING PERSONALITY STYLES.	<b>Dr. Nido Qubein</b> HOW TO BE AN EFFECTIVE PROBLEM SOLVER.
October	<b>Andy Bounds</b> COMMUNICATE WITH IMPACT.	<b>Dr. Terry Paulson</b> MANAGING STRATEGIC CHANGE.
November	<b>Mark Sanborn</b> MANAGING TIME FOR MAXIMUM RESULTS.	<b>Jack Mackey</b> BETTER PERFORMANCE THROUGH BETTER TEAMWORK.
December	<b>Dr. Kimberley Alyn</b> CONFLICT RESOLUTION TECHNIQUES.	<b>Ron Crossland</b> LEADERSHIP STRATEGIES.

**"Most admired companies display a greater long-term focus than do their peers... Champions know what their most valuable asset is, and they give it the investment it deserves - through good times and bad."**

- Fortune Magazine "Most Admired Companies" issue.





## Meet one of the finest collections of leadership development experts ever assembled.



### Dr. Kimberley Alyn

Best-selling author, business owner and internationally known speaker, Dr. Alyn held an advanced degree in people management and specialised in leadership.



### Jack Mackey

An executive of the world's top customer analytics agency, Jack Mackey's insights on customer service and loyalty are based on real-time data from over 100 million customer experiences. Mackey has provided performance improvement training to a long list of Fortune 500 companies.



### Simon Bailey

Voted the best keynote speaker ever by the readers of Meetings and Conventions magazine, Simon Bailey has worked with over 300 Fortune 1000 firms. His book Release Your Brilliance was ranked #17 of the top 100 Corporate America books.



### Dr. Terry Paulson

A Ph.D. psychologist, Dr. Terry Paulson's wit and down-to-earth style earned him induction into the CPAE Speakers Hall of Fame. He is the author of six books, including Paulson on Change and They Shoot Managers Don't They?



### Andy Bounds

Awarded the title "Britain's Sales Trainer of the Year," one global pharmaceutical executive described Andy Bounds as "a genius, whose advice can't be ignored." His book The Jelly Effect: How to Make Your Communication Stick was Britain's best-selling new business book.



### Dr. Nido Qubein

Lebanese born, Dr. Nido Qubein was named Toastmasters International's Top Business & Commerce Speaker. He has authored over two-dozen books, including How to be a Great Communicator. In business, he has applied his innovative ideas as the chairman of three companies, and is President of a major university.



### Ron Crossland

Ron Crossland turned an MBA and a background in electronic engineering into a career-long success story as an executive, entrepreneur, author and educator. His book The Leader's Voice was acclaimed by the Business Book Review and The Harvard Communication Newsletter.



### Roger Dawson

From England, Roger Dawson is the world's foremost expert on negotiation and famed in business for his ability to teach people how to improve profits and make more sales. His course on "Secrets of Power Negotiating" is the best-selling audio business course ever published.



### Mark Sanborn

A noted authority on leadership and customer service, Mark Sanborn was one of the youngest speakers ever inducted into the Speakers Hall of Fame. His book The Encore Effect was an instant business book bestseller on Amazon.com.

