

CHART SPEECH TOPICS

THRIVING IN TURBULENT TIMES: From Breakdown to Breakthrough

Learn the four stages of the change cycle, how to anticipate change, get unstuck, and be prepared for the unknown. You will learn how to create order out of chaos, use effective communication tools, and implement proven strategies that provide strength and control in rapid change.

OFF-THE-CHART LEADERSHIP RESULTS:™

Four Stages to Outrageous Achievement in a Changing World

Based on 60 years of combined research, including 45 years of interviews with over 80,000 managers in 400 companies & over one billion customers, learn how to achieve multiple concurrent results, ask the right questions, set direction, know the difference between leading and managing, create action plans, face challenges, gain desired rewards, and achieve fulfillment. Comes with two assessments.

QUEST FOR YOUR BEST: Achieving Excellence in Chaos and Change

Discover the road map for personal and professional excellence: inspiring a shared vision, getting unstuck, using appropriate resources, communicating with clarity and speed, reducing risk, solving problems, overcoming resistance, and finding rewards that motivate continual excellence.

PRESENTATION SKILLS/TRAIN-THE-TRAINER

Learn how to present like the pros: powerful openers/closers, secrets of creating high-impact programs, inspire people to action, interactive secrets, how to plan, prepare, practice, and present for even the toughest audiences. You'll undergo *major* transformation in your effectiveness.

BILLIONS OF CUSTOMERS: Creating Customer Advocates

Based on Gallup's 20-year research of over one billion customers, learn the four stages that turn prospects into advocates who sing your praises. Advocates build a "free" sales team that spread your word. Learn how to listen, respond, and resolve explicit and implied problems, use the telephone for maximum service, eliminate customer obstacles, and maximize "moments of truth."

SOARING SALES: Achieving Blockbuster Sales Results

Set "stretch" goals, use STeR® questions to guide conversations to a "Yes!," two words *guaranteed* to increase sales, break past indifference, resolve concerns, closing techniques, sell more in less time, build referrals, negotiate to the top, and manage sales time/territory.

THE EVERYDAY JACKPOT: Winning Your Vitality, Balance, and Meaning in Life

Discover the secrets of lining up the three most important areas of life so that you can feel like a winner everyday. Learn how to be actively calm, juggle the components of a balanced life, use six RX's for managing stress, eat for energy, guide self-motivation, prevent job burnout, manage multiple A priorities, end the do-it all syndrome, and 30 timesaving tips for winning everyday.

TIME MANAGEMENT FOR RESULTS: Achieving Mastery Over Time

Learn three stages of managing time, set missions/goals, implement three techniques for managing multiple "A" priorities, eliminate the 10 biggest time wasters, utilize six criteria for efficiency, reduce stress, achieve work/life balance, schedule activities for maximum results, manage paperwork over- load, use organizational solutions, and allocate time for all you want to achieve.

CHART SIGNATURE PROGRAMS

CHANGE MANAGEMENT

- ❖ *Thriving in Turbulent Times: From Breakdown to Breakthrough*

CUSTOMER SERVICE

- ❖ *Off-the-Chart Customer Service Results/Billions of Customers*

LEADERSHIP/MANAGEMENT

- ❖ *Off-the-Chart Leadership/Management Results Series*
- ❖ *How to Train and Motivate Staff When You're Too Busy and Don't Have Time!*
- ❖ *Bringing Out the Best in People*

MOTIVATIONAL PROGRAMS

- ❖ *Quest for Your Best Series*
- ❖ *Employee Appreciation*

SALES/MARKETING/INFLUENCE

- ❖ *76 Ways to Build a Straight Referral Business, ASAP! (Book available)*
- ❖ *Off-the-Chart Sales Results: Soaring Sales*
- ❖ *Influencing Without Authority*

LIFE BALANCING/STRESS MANAGEMENT

- ❖ *The Everyday Jackpot: Winning Your Vitality, Balance and Meaning in Life*

PRESENTATION SKILLS/TRAIN-THE-TRAINER

- ❖ *Off-the-Chart Training Results/Present Like the Pros*

TIME MANAGEMENT

- ❖ *Managing Time for Maximizing Results (Sales, Service, and Leadership groups)*