



Cindy Solomon believes great leadership creates great results...

Cindy is passionately committed to helping organizations build long-term, profitable relationships with their customers, their leaders and their employees through keynote presentations, executive coaching, leadership training and strategic consulting.

Cindy Solomon...

Is an internationally recognized speaker, writer, executive coach and consultant in the fields of customer service, customer loyalty, employee retention and leadership development.

Is sought after by companies large and small for her humorous, provocative and compelling insights on the current business landscape presented to tens of thousands of leaders each year.

Is the #1 speaker at the largest gathering of Women Executives in California – the Professional Business Women’s Conference in San Francisco - for three years running.

Shares her talents as a facilitator and panel discussion leader with hundreds of organizations each year to help them create highly productive, motivational and bottom line focused meetings for their employees and leaders.

Helps a broad spectrum of clients around the world such as Eli Lilly, Google, PriceWaterhouseCoopers, Deer Valley Resort, The Mayo Clinic, State Farm Insurance and the Apollo Group to create the organizations and leaders they need to succeed.

Is the Co-Founder of the Women’s Success Forum, putting her talents to use not only for her clients, but for over 9,000 leaders around the country with this nationally recognized corporate leadership conference.

Is known for her hilarious, motivational and fully customized delivery, which allows every audience to build their knowledge base while building their enthusiasm for productive change, life-long learning and exceptional customer service.

Is often quoted in articles with examples including PINK Magazine, the NSAA Journal, Customer Service Cultures and in books including: The Transparency Edge by Barbara & Elizabeth Pagano and The Naked Truth, by Margaret Heffernan.

Is publishing her book, “Creating a Culture of Courage™” this year!

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Creating a Culture of Courage™: The New Leadership Challenge

As companies are demanding that employees take more risks, do more with less, and try to anticipate the future, courage has become a critical and often overlooked element of every leader's skill set and "scorecard." We can no longer be averse to taking risks or remain complacent in any organization -- for success depends almost entirely on our ability to make difficult decisions confidently and quickly... about our businesses, about our careers and about our lives.

While many believe that courage is a quality that leaders are born with, Solomon's extensive research shows that everyone can build "courage skills" and help create the strong, productive organizations needed to succeed in today's changing environment. Learn how to create an organization that not only embraces, but thrives on change -- and learns with every decision it makes. Creating Courage™ enables every employee and every organization to meet the demands of an uncertain future. Solomon's delivery of this humorous, poignant and highly provocative speech will leave the audience believing they can accomplish anything -- both in their personal and professional lives!

The Courage to Innovate™: The Corporate & Entrepreneurial Imperative

Many of us are being asked every day to become more "Entrepreneurial" in how we address our organizations and businesses. Whether we reside in small organizations looking for that competitive edge or in large and cumbersome organizations seeking a better way to do business... it takes courage... courage to lead... courage to risk... and most importantly, it takes courage to innovate. The organizations that will face the future successfully and with a renewed spirit of innovation will need to look inside themselves to see if they have the courage to work differently and more effectively.

This compelling session allows leaders and organizations to fully understand what it takes to innovate... within our organizations, within our teams and within our lives. With her usual sense of humor and compelling reasoning, Cindy brings audiences to their feet and to their potential with this funny and provocative session.

The Customer of the Future™: Creating True Customer and Employee Loyalty

Creating a truly customer-focused organization no longer involves simply improving customer service levels. It now depends on everything from engaging and developing skilled leaders who embrace risk and thrive on change, to creating loyal relationships with employees -- and empowering them to do all they can for their customers. As customers become more educated, more critical and more demanding, organizations must discover the keys to creating profitable, lifetime relationships with them. Transform into an organization that adapts to change with cheers, rather than jeers! Hear practical, real life examples from Cindy's extensive work in Corporate America of organizations who have transformed themselves in order to not just meet the needs of their customers, but to exceed them! Solomon's humorous, motivational and customized delivery makes this presentation an especially great opening for any meeting or event.

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The Power of One™: Creating Extreme Performance One Employee, One Customer at a Time

World class customer service organizations are created by leaders and employees who embrace accountability and revel in their ability to serve their customers. Learn from the expert how every leader and every organization can create a customer-focused culture that benefits both the customer and the bottom line. Solomon's real-life examples and practical steps ensure that every attendee, whether they be on the front-line or in the executive suite can walk away with a plan to create a trusting, accountable organization truly focused on the customer.

Creating a Culture of Trust™: Eight Leadership Traits to Foster Trust

In a world that has become less secure and business less predictable, there has never been a time when trust has been a more crucial factor in an organizations success. In order to survive and grow in times of dramatic change and upheaval, this keynote focuses on the basics of how leaders can create trust within their teams. Solomon's real life examples and her easy to understand and execute steps allow every attendee the opportunity to create a trusting and therefore successful culture within their team. As we ask our employees to change more quickly and adapt to doing more with less, a culture of trust is an absolute imperative to fostering a high performing organization.

The Organization of the Future™: Creating a Business Savvy, Customer-Focused Team

Never before have our organizations been more challenged to become an integral and proactive business force within our companies. Gone are the days of simply writing code and interacting with other professionals...the organization of the future must be well versed in business principals and able to understand and interact with all facets of an ever changing marketplace. This humorous and experiential keynote is the perfect platform to help your organization fully understand this new role and how they can proactively and positively impact the success of the entire organization. If you are looking for a way to help your team climb to the next level of performance and become a fully integrated and recognized partner in the organization, this is the keynote for you.



Testimonials



"Thank you so much for your world class presentation. I have attended many keynote presentations and have never before left with so many concrete steps to improve performance and with such an overwhelming sense of empowerment. This is exactly what my department, my organization and I needed."

Campus Director, University of Phoenix



"Cindy did an excellent job of both motivating our staff to achieve great things and weaving takeaways into our goals! Everyone commented on her great presentation and we would definitely like to have her back again!"

Vice President, General Electric



"Engaging, smart, funny, and extremely professional, Cindy Solomon is a gifted speaker and any meeting planner's dream come true. Both her keynote presentations and workshops met our every expectation and more...I would highly recommend her."

Executive Director, National Ski Area's Association



"Cindy is such a gifted speaker! Her presentation at the AIMSE national conference was one of the highlights of the conference! The stories she wove through her talk to emphasize the meaning of true customer service did just that!"

Partner, Charnley & Rostvold



"Cindy, you are the 'bomb'!! Everybody loved your presentation! Your presentation on the challenges we face with mustering the courage to make change was right on target both professionally and personally for the audience. Your humorous delivery energized and motivated everyone."

Steven Jackson, Director, Career Development/ROP, Sonoma County Office of Education



"This was the most motivational presentation I have ever seen at Eli Lilly. Cindy helped motivate me to do things differently for myself and my company."

Attendee, Eli Lilly National Medical Information Conference



"Entertaining, witty, informative, great stories to support points, thoroughly enjoyed the presentation."

M. Timmons, Northeastern University

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Testimonials

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"In this time of uncertainly and unexpected challenges, Cindy urged us to not only focus on better communications, but also to be 'courageous' in our lives, so that we can adapt to an ever-changing environment. Her energetic presence and sense of humor were a welcome change and one that was greatly needed."

DeLaine Perkins, Executive Director, Quest International Users Group



"Wow! Its amazing how you touched and motivated our entire team in such a short period of time! It was right on!"

Paul Folkert, Vice President Gentiva Rehab Without Walls



"What a terrific contribution Cindy made to the success of our meeting! Her opening keynote truly was a key to the success of the remainder of the conference!"

CEO, International Executive Women's Alliance



"Cindy was a very dynamic speaker on a topic everyone could relate to. Her confidence was inspiring and she provided realistic tricks and tips for empowering ourselves to have 'courage'."

Director, Eli Lilly & Company



"Cindy's message is inspiring and thought provoking. Her humorous examples captivated the entire audience. Cindy did an excellent job identifying with the group, offering practical service tips and providing insight as to the rising levels of our customer's expectations. Our group walked away with a renewed sense of service and practical techniques that apply to the current work environment."

Training Manager, University of Phoenix



"Excellent speaker! Very funny and really showed how important our evolution into a customer focused company is!"

E. Storm, Nichols Institute



"Funny, Inspiring, down to Earth. The presentation exceeded my expectations. Cindy is a wonderfully dynamic speaker."

Attendee, Eli Lilly Leadership Conference



"Very good! I will look for more presentations from her. Good information, good flow, humor and upbeat. Just what we need!"

T. Zamecnik, Zebra Technologies

Clients

National & International Conferences & Speaking Clients:

Automotive Industry & Associations

American Automobile Association (AAA) Leadership Conference
California Automobile Association (CSAA) Leadership Conference
General Motors National Service Managers Conference
General Motors National Sales Managers Conference
Specialty Equipment Manufacturers Association
National Conference (SEMA)

Banking

Norwest Banks
Vectra Banks
Wells Fargo Leadership Conference

Consumer Products

UPS National Customer Conference
Kraft Foods Leadership Conference

Customer Service Conferences

Group Publishing
Inc. Magazine CEO Forum
Inc. Magazine National Customer Service Conference
(over 50 appearances)
Manitoba Quality Network International Leadership Conference
SOCAP International Conference

Education

Aramark Educational Resources National Management Meeting
Aramark National Management Meeting
University of Phoenix (Apollo Group):
National Director of Operations Conference
National Faculty Conference
Academic Counselor Western Region Conference
Customer Loyalty Conference
Sacramento Leadership Conference
Southern California Leadership Conference

Financial Services Industry & Associations

Association of Investment Management Sales Executives
National Conference (AIMSE)
Charles Schwab Women's Leadership Conference
GE Mortgage Insurance National Operations Conference
Merrill Lynch Leadership Development Conference
PriceWaterhouseCoopers Women's Conference
Professional Association for Investment Communication
Resources National (PAICR)
Colliers International

Healthcare Industry & Associations

Vencor Leadership Conference
Gentiva Rehab Without Walls
California Association of Nurse Practitioners National Meeting

IT Industry Associations & User Groups

APICS – Association for Operations Management
International Conference
CCN, Inc. Leadership Conference
Cisco Women's Leadership Conference
Cisco Leadership Conference
Great Plains Software International Customer Conference
Multi-Media Technology Alliance International Conference (MMTA)
JD Edwards International User Group
Conference – Leadership Track (QUEST – 3 appearances)
JD Edwards User Group – Western Region Conference (QUEST)
PeopleSoft/JDE International User Group Conference (QUEST)
Oracle Leadership Conference
Siemens National Customer Conference
Society of Consumer Affairs Professionals in Business
International Conference

Non-Profits

California Workforce Association
Colorado Chamber of Commerce
Alaska Chamber of Commerce
Sonoma County of Education

Insurance Industry & Associations

Palisades Insurance Annual Meeting
Plymouth Rock Insurance Leadership Conference
Plymouth Rock Insurance National Customer Service Conference
State Farm Insurance National Women's Leadership Event
State Farm Insurance Executive Leadership Event
State Farm Claims Leaders Conference

Telecommunications

BellSouth National Leadership Conference
BellSouth National Customer Conference
GTE National Customer Conference
GTE National Leadership Conference
SOCAP National Conference
Unidial Communications Customer Conference

Women's Conferences & Associations

California Professional Business Women's Conference
– San Francisco (4 appearances)
California Professional Business Women's Conference
– Sacramento (3 appearances)
Executive Women's Alliance International
Leadership Conference (EWA)
Women in Technology International (2 Appearances)
Women's Success Forum (9 appearances)
East Bay Women in Business
Women's Presidents Organization
Horizon Foundation
Mountain View Chamber of Commerce

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Clients

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Pharmaceutical Industry & Associations

Astra-Zeneca US
Eli Lilly Medical Information National Leadership Conference
Eli Lilly Medical Information Management National Conference
Eli Lilly Women in Leadership National Conference
Genentech
Novartis Pharmaceutical Leadership Conference

Resort, Travel Industry & Associations

Andavo Travel Customer Appreciation Meeting
The Canyons Resort Leadership Meeting
Deer Valley Ski Resort
Eldora Ski Resort Orientation
Jackson Hole Mountain Resort Orientation
Jackson Hole Mountain Resort Leadership
Killington Resorts Leadership Orientation
Mt Hood Meadows Resort
National Golf Course Owners Association National Meeting
National Ski Area Association National Meeting
National Ski Areas Association Eastern Regional Meeting
National Ski Areas Western Regional Meeting
Sierra Summit Mountain Resort Leadership
PGA Southern CA Golf Course Leadership
PGA Southern CA Golf Course Orientation

National & International Consulting Clients:

Consumer Products

Arrowhead Mountain Spring Water Company
Braun Consumer Products
Clairol Consumer Products
Canon USA, Inc.
Coca-Cola Company
Kraft, Inc.
Perrier Group of America
Poland Spring Water

Banking

Vectra Banks

Customer Service Conferences

Fast Company Magazine
Inc Magazine

Education

University of Denver – Daniels College of Business
University of Phoenix (Apollo Group)

Financial Services Industry & Associations

Charles Schwab
Deloitte & Touche

Healthcare Industry & Associations

HealthOne Hospital Group
Mayo Clinic – Outpatient Services
Vencor Hospitals

IT Industry Associations & User Groups

CCN, Inc.
Microsoft
QUEST International Users Group

Pharmaceutical Industry & Associations

Eli Lilly US Medical

Insurance Industry & Associations

Plymouth Rock Assurance
State Farm Insurance Company

Resort, Travel Industry & Associations

Alaska Discovery Adventure Travel Company
American Ski Company
Andavo Travel
Aspen Ski Company
Canyons Resort
Eldora Resort
Jackson Hole Resorts
Killington Resorts
Mt.Hood Ski Resort
Sierra Summit Ski Resort
Telluride Mountain Village
PGA Southern California Golf Course
Deer Valley Ski Resort

Telecommunications

AT&T
USWest

Women's Conferences & Associations

California Professional Business Women's Conference
Women In Technology International
Women's Presidents Organization

Now that you have made the decision to have Cindy as part of your event here is some information that is frequently requested by meeting planners that will help you prepare for Cindy's participation.

Travel Guidelines:

Hotel: Please secure a smoke-free hotel room with a queen/king sized bed with guaranteed late arrival the evening before the event.

Transportation: Cindy will arrange full coach or discounted first class airline reservations for flights over two hours in length and will send you the itinerary once the arrangements have been made. Expenses will include airfare, meals, gratuities and ground transportation to the airport in both cities and will be billed following the event.

When possible, please arrange for ground transportation or send a sedan car service for Cindy's arrival. Once you have made the arrangements please send a confirmation number to my office info@cindysolomon.com.

AV Requirements:

Based on the size of the venue and the number of participants Cindy will need a wireless lavalier microphone.

As part of Cindy's presentation she will be using Power Point slides, therefore, an LCD laptop projector should be provided. Cindy will bring her own laptop or flash drive with her presentation to the event, whichever is preferable to you. Additionally, Cindy will need a wireless mouse which she will bring if utilizing her own laptop or will need to be provided if other arrangements are made.

CD's/DVD's and Training Products:

Many clients prefer to pre-purchase books, CD's or DVD's for their participants to serve as a gift or benefit for attending. If you would like to purchase any of our products, please contact the Solomon & Associates office for details at 415-374-7672.

Speech Customization:

Cindy fully customizes each of her speeches to the unique needs of her audience. In order to do this, she will request the opportunity to interview up to 10% of the audience in the weeks prior to the event. Solomon & Associates will provide you with all the tools you need (emails & recommendations re: interviewees) three weeks prior to your event. This customization allows Cindy to ensure she is meeting your objectives and resonating with your audience.

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Book Signings:

A book signing after my program is a wonderful way for me to meet with the audience one-on-one and to continue the momentum of my speech with individual conversations. This allows participants of your event time to process what I have said and to commit to Creating their own Culture of Courage in their professional and personal lives.

For a successful book signing: Please allow at least 20 to 30 minutes at the close of the event in order to give all those that wish to receive a signed copy of my book that opportunity as well as some one-on-one time with me.

I will handle all of the shipping requirements prior to the event to ensure a successful book signing. Once we have made arrangements to include a book signing as part of your event please e-mail my office at info@cindysolomon.com with all of the shipping details.

Media:

I am happy to participate in any radio, TV or print interviews to help you promote your event. Please call the Solomon & Associates office to arrange details at 415-374-7672.

Here is a short bio for your media needs:

Cindy Solomon is an internationally recognized speaker, writer, executive coach and consultant in the fields of customer service, customer loyalty, employee retention and leadership development. Her best selling program, "Creating a Culture of Courage: The New Leadership Challenge" has been heard by thousands of leaders around the world.

CEU Objectives and Requirements:

For those of you applying for CEUs here are the objectives and time frames:

For a 60 minute program, participants will:

1. Identify and understand the need to approach our workplaces and cultures from a place of courage in order to ensure our success into the future. *(10 Minutes)*
2. Recognize the barriers to creating more proactive and courageous workplaces and our roles in alleviating these. *(10 Minutes)*
3. Understand the four types of courage and how this understanding can help us work more productively and effectively with our peers and others within the organization. *(20 Minutes)*
4. Six practical strategies for creating more courage for themselves in both their professional and their personal lives. *(20 Minutes)*

Photos and Articles:

High resolution photos in both black & white and color are available at:

www.cindysolomon.com/KeynoteSpeaking/ForMeetingPlanners

Articles written by Cindy Solomon are available for download at:

www.cindysolomon.com/AboutCindy/ArticlesByCindy