

# Drive Your Corporate Performance to its REAL Potential

Leadership / Sales / Customer Service

Integrating Purpose, Passion & Performance

Stephen Libman is a Corporate Performance Strategist specializing in human interaction. He generates improved customer service and higher performing staff. He doesn't "teach" customer service or how to get along better with others. He discusses not so much the "what to's" and "how to's", but rather "what to be" and "why".

As a Speaker and Business Strategist, Stephen consults with senior executives of performance-oriented organizations. Together, quality initiatives are conceived and developed. Results are distilled into communication strategies and systems. This yields a customized and teachable program that "WOW" customers and boosts performance output.

Take a moment to check out the "What You Get" & "Rave Reviews" page which follows.

## PURPOSE: The "Why" Factor

Achieving any goal requires a plan. But, even the most comprehensive plans often neglect the fundamental element of a strong purpose (the "why"). Without it, most of us renegotiate outcomes with ourselves when things get tough (and they do). We need to have something that drives us under any circumstance. This session delivers a simple method to develop and integrate your purpose and use it to achieve any objectives.

## PASSION: Customer Connections

We are all each others' customer. Successful Interaction between people means having a clear understanding of that relationship. This session offers a powerful approach strengthening customer-driven needs and applying it to all stakeholders.

## PERFORMANCE: The Drive To Achieve

There is a particular process associated with an individual's motivation to perform and succeed. Here is a thought-provoking perspective into what makes people want to achieve. This session helps participants discover their level of "drive" and empower them to explore their role in motivating themselves and others.

Stephen is a member of the National Speakers Association, Canadian Association of Professional Speakers and Toastmasters International where he holds the designation of Advanced Toastmaster – Gold. Some of his clients have included:

United States Department of Commerce  
Concordia University  
Vartec Communications  
Montreal Board of Trade  
Montreal Convention & Visitors Bureau  
Air Canada

McGill University  
BCE  
Teleglobe  
Sabre Travel Information Network  
Travel Technology  
Children's Apparel Manufacturing Association



Stephen Libman

## What makes Stephen an expert?

Over the last 22 years, Stephen moved through the business ranks from front-line customer service provider, staff supervisor, Sales Manager, Operations Manager, Vice-President and finally to the senior executive position as President and Chief Operating Officer.

With a strong entrepreneurial background and equally strong people skills, Stephen brought his companies unexpected growth and success in a myriad of areas including; triple-digit sales growth, mergers & acquisitions, new technology, ISO integration and upon his departure, a perfect customer service rating.

You can put that experience and energy to work for you.

To have Stephen bring your next event, to the next level

Call

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# stephenlibman

The Global Authority on Corporate Performance Strategies

Speaker / Business Strategist

Customized, vision  
& value based  
programs

## What The Meeting Planner Gets:

You get an expert who integrates divisions, departments, and teams towards the company vision, mission and purpose.

You get an expert who delivers information, knowledge and wisdom with authenticity and integrity to significantly boost performance output and sales results.

You get an expert who takes the time to learn about your organization and is able to customize content to meet your specific needs resulting with a strong "buy-in" that achieves exceptional outcomes.

You get an expert who knows the difference between pop-psyche hype and real, ground-level, working applications bringing a common-sense, yet uncommonly used customer service and staff performance approach to drive your profits to the top.

You get an expert who creates excitement for excelling at customer service and personal performance

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## What The Audience Gets:

You discover how to use practical skills such as telephone etiquette, active listening, problem solving, and anger diffusion.

You discover how to deal effectively with difficult customers while maintaining your composure and without becoming stressed yourself or by being overly generous.

You discover the value of authenticity, honesty, and trust to create a strong rapport-building opportunity and a way to strengthen relationships quickly and easily.

You discover how to develop a mutually agreeable and beneficial relationship by understanding today's more sophisticated, knowledgeable, and demanding buyers while being in tune with the sensitivities, and nuances in customer relationships.

You discover strategies for instilling attitudes and behaviours to keep your customers coming back while avoiding the common pitfalls of conflict and misunderstanding.

You discover the value and strategies to share ideas and experiences with other service professionals.

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## What The Organization Gets:

You profit from keeping customers and staff for life and through diagnosis of problem areas such as plans, policies and people that are costing your business.

You increase repeat and referral business exponentially by achieving critical advantage through outstanding service and the reputation for exceeding customer expectations

You transform customer complaints into new business opportunities. And avoid costly mistakes by improving customer service skills.

You get staffs that know your business and behave consistently with your values and direction. Such staffs are empathetic, display a positive attitude (regardless of crisis) and become your customers' "hope" and "heroes".

You raise morale and productivity through stress reduction and communications clarification.

You receive measurement keys to pinpoint performance gaps and current effectiveness ratings thereby ensuring continued excellence and growth.



## Rave Reviews

"Clear concise, informative with smaller details which might be easily overlooked"  
Todd Gatien, Royal Bank of Canada

"I very much enjoyed the workshop. It was informative, enlightening and held my attention to the end"  
Nina Myers, Investors Group

"...very thought-provoking, excellent examples...good humor or in the right place!"  
Bill Atwood, Concordia University

"Wonderful, inspiring speech, positive. Everybody should have heard it!"  
Irving Wiseberg, Dollard/Leroux Steel

"No question. You are the best. I did not notice the time passing. You breathed new life into the material"  
Andrew Bohenek, Insight

"Right on Stephen! I hear you and I am there! You make it seem so simple."  
Carolyn Jenkins, Participant

You displayed leadership by being forceful, confident and positive.  
Louise Kohnle, Participant

...and many more on file, just ask!

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