

Leaders For Life

A man with a beard and mustache, wearing a dark blazer over a blue shirt and jeans, is speaking into a microphone. He has a wide, enthusiastic smile and his right hand is raised in a gesture. The background is white with a blue and red curved border at the top.

BOB FURNISS™

“Bob provided just the creative push I needed to build an atmosphere that is inspiring and motivating!”

– Kimberly Palczynski
Quality Assurance Manager
Ford Motor Company

Bob delivers *Insight* that will *Influence* leaders and *Impact* customers.

- Learn five steps to achieve relational leadership through your frontline managers
- Explore the power of connectivity to your customers through your employees
- Give your company a leadership extreme makeover
- Discover how to *Lead With Your Heart*®

Video online at www.bobfurniss.com

Keynote Program

Chasing Greatness – Lead With Your Heart:

The Powerful Impact of Relational Leadership

What does it take to become a great manager? Drawing from the best practices of leaders like John Maxwell and Colin Powell, and customer-focused companies like Disney and Starbucks, Bob has developed an inspirational message that will challenge your managers to re-engage with their teams in a whole new way. His new perspective on coaching – Calibration Coaching® – will make an immediate impact in the way your leaders think about managing people. Learn how to Prioritize Your Passion to focus on making the first things first.

In House Seminar

Operation Impact®

What makes a leader great? How do frontline leaders make a difference in the people on their teams? With more than 100 million people in service jobs that have direct customer contact, there has never been a more important time to understand the value of your employees – and to lead them to greatness! The seminar allows Bob to give the audience a deeper understanding of the powerful ideas shared in his keynote program. Operation Impact was created for frontline leaders to provide them with the tools they need to succeed at work – and in life. (Half-day and full-day seminars available to fit your needs.)

Why Bob?

You may have noticed Bob seems to be a little laid-back. His no coat and tie style is on purpose. Like every aspect of Bob's business acumen, his entire approach is designed to connect with the frontline leader. He may not dress the part of a CEO – but he will get your team to think!

As a popular speaker and highly regarded consultant, Bob Furniss has guided thousands of frontline managers to improve their personal and team performance. Bob is part of an elite group of independent consultants who have earned a certified associate designation from the International Customer Management Institute (ICMI). He is a member of the National Speakers Association (NSA) and has authored two books. His most recent, "Ideas at Work – Powerful Ideas to Transform Your Contact Center," has been called a "simple read with powerful impact" by industry critics.



Insight.

"Your insight regarding the Mosaic & Buster Generations (much higher premium on genuine personal relationships) explains a lot of what I see in our company. Thank you for the help & insight you delivered. You made an impact!"

- Michael Ensign
Centennial Wireless

Influence.

"The way you delivered the message... with passion, integrity, sincerity, and emotion was of great inspiration to me. You brought great value to me that I will share with the 500+ employees that I lead."

- Scott Klene
Director of Sales, Nelnet

Impact.

"I do want you to know the impact that your workshop had on my leadership team. Your tips are hung on the cubes... my leaders are putting what they learned in your workshop into practice."

Sheryl Nasiatka
Sr. Manager, Member Service,
BCBS of MA