

Bob Furniss



Bob works with organizations who want to increase profits and productivity by bringing out the best in their people.

“What Clients are saying about Bob...”

“He made me laugh, he made me cry. But most importantly he made me think about what I needed to do to be a better manager – and a better person!”

- Lisa Bougner, Concerto Software Corporation

“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

“You put things in a different perspective and made me think things in a new way. I have been in the call center environment for over 14 years and I learned a lot from the session. It was motivating and insightful.”

- Emily Brown – GE Consumer Finance

“One of the best sessions during the conference. This workshop affected me more on a personal level than any of the others.”

- Phillips Medical CustomerCare Center

“Your enthusiasm is contagious....”

- Sherry Schneider, Delta Dental

Success strategies for you and your staff

Leadership

- Learn how to create a culture where employees feel valued
- Discover how to “Lead With Your Heart”
- Utilize Bob’s five steps to achieve relational leadership with your managers
- Discover strategies for changing the focus from managing to leading
- Utilize the power of connectivity with employees and customers
- Give your company an extreme makeover in the areas of front-line leadership

Customer Service

- Learn how to identify customer experience gaps and what to do about them
- Discover how to track customer pain-points and their root causes
- Learn how a strategy roadmap can set the stage for positive change in your organization
- Utilize “support process maps” to improve service at every level
- Spotlight employees who make a difference within your organization
- Benchmark against the best in your industry

Bob’s programs (keynotes, workshops manager retreats) connect with people at every level of the organization—making complex ideas simple and memorable. His sense of humor, extensive experience, and real-life stories make him one of the most inspiring speakers you will ever meet.

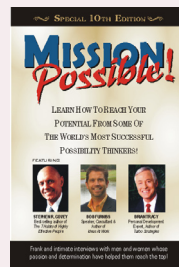
Having worked with some of the top organizations in America—FedEx, Corporate Express, Delta Airlines and DePaul University; he understands how to make people more productive—through better leadership, improved processes, and strategic change. He understands the importance of results and can coach your organization in the successful pursuit of its objectives.

Check out Bob’s new books:



“Ideas At Work – Powerful Ideas to Transform Your Contact Center”

Co-authored with partner
Scott O. Thomas



“Mission Possible – The World’s Most Successful Possibility Thinkers”

Authored with Stephen Covey
and Brian Tracey

Touchpoint

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