

Turning Potential Into Power



Judi Moreo, CSP

Meet Judi

An acclaimed author of seven books, Judi Moreo has informed, challenged, motivated and entertained audiences in twenty-six countries on four continents. She has assisted many corporate executives and team leaders in managing people, change, cultural diversity and conflict.

Judi creates distinct, memorable sessions that command rave reviews. Her expertise as a communicator is in demand by associations, organizations and corporations worldwide. Her high quality, high energy programs provide participants with practical, results oriented "how to" techniques which can be put to use immediately to impact productivity and self-satisfaction.

Successful entrepreneur, author, and motivator, Judi Moreo is one of the world's most sought after speakers.

Did you think you would be more successful by now?

Are you disappointed and discouraged with where you are or where you seem to be headed?

Do you feel like you were created for something more, but just don't know what?

If so, Judi Moreo's keynote address is the answer.

You Are More Than Enough!

This motivational and informative program offers a series of clear, easy-to-follow steps to help you achieve whatever you desire. With stories, advice, humor and interaction, Judi doesn't just motivate ~ she gives practical techniques for making the most of all of your life experiences.

You will walk away motivated, encouraged and inspired to take charge of and responsibility for your own life as Judi addresses how to live with purpose, passion and power.

A speaker with both substance and style, Judi challenges her audiences to be active participants in the creation of a richer, fuller life and assures them they are more than enough.

Workshop and Breakout Session Topics

◆ Look Who's Wrecking Your Company Now!

Judi focuses on how organizations can take a multifaceted approach to satisfying their customers which ensures customer retention and customer loyalty. This program is a performance improvement strategy that capitalizes on service as the competitive advantage and fosters world class service behaviors throughout your organization.

◆ Conquer the Brain Drain: Building a Creative Organization

Solving business problems, generating new ideas and developing creative strategies can't be accomplished using the same old brain draining methods. Building an innovative, creative, problem solving team requires a new approach. This program will raise your team's creativity quotient and problem solving abilities to a new high and motivate your team to think in new ways.



Award winning author, Judi Moreo, is widely acclaimed for her ability to bring fresh, creative ideas to those who think they've heard it all.

www.judimoreo.com
www.youaremorethanenough.com

What Judi's Clients Are Saying

"Thank you for the very exciting, stimulating and motivational presentation. The feedback I am hearing and the emails I'm receiving about how "dynamic you were", "...how down to earth", "...your ability to relate to your audience" and "how entertaining" you were, along with drilling the message home, has been so very positive."

Eileen A. Welsch
Personal Assistant to President and CEO
Hoffmann-La Roche Inc.

"I just heard Judi Moreo speak on "How to Succeed in a Competitive Environment." It carried a powerful message and yet was entertaining and humorous. The stories she illustrated gave a convincing impact to her message. I can't ever remember when I have been more impressed or enjoyed a speaker more."

Cavett Robert
Founder
National Speakers Association

"Thank you for sharing your own personal experiences -- I found your examples and stories so easy to imagine and identify with because of the colorful and true-to-life manner in which you shared them with us. I felt like you were a friend to us instead of a lecturer."

Tavyn Chalmers
Investec Bank Limited

"Some of the changes that have occurred as a result of your course: Our standard of telephonic communication improved; we changed our attitude towards co-workers and work together as a team; we are courteous and friendly to our customers and give them immediate attention; and we take responsibility for our customer and keep our commitments. Thank you for an excellent course."

Michelle Schlechter
Customer Service Officer
Eskom

Judi's workshop provided a new spark to our programme, by taking us to the foundation of all our organizations, tackling an issue which can either make us or break us – customer service. With sound advice to chamber leaders from a diverse background of 84 countries, Judi's session was one of our most popular workshops – standing room only."

Anthony Parkes
Director
World Chambers Federation

A Partial List of Judi's Clients

AARP
Alberta Hospital Association
American Institute of Banking
Anglo-American
Arrow Africa
Belterra Casino Resort
Blue Cross, Blue Shield
BMW
California State University
Daimler Chrysler
General Dynamics
EO, Saskatoon
Las Vegas Convention and
Visitors Authority
Meeting Planners International
Mutual Life Insurance
Millionaire Club
National Association of
Home Builders

National Automobile Dealers
Association
Nebraska Department of Roads
Nestle
Nissan Motor Company
Northwest Public Power Assn.
Office Education Association
Pizza Hut
Station Casinos
Sony
South African Police Department
Tastic Rice
Textron Financial
U.S. Army
U.S. House of Representatives
Walt Disney Imagineering
Walnut Valley School District
World Gaming Congress
Yavapai Tribe

Join Judi on:



LET JUDI MOREO BE THE "TURNING POINT" IN YOUR EVENT

You can bet on Judi Moreo to provide you with outstanding programs. She presents serious subjects with special insights and humor ~ which will leave your attendees inspired and motivated long after the event is over.

What You Can Expect From Judi Moreo's Presentations

Whether you need a keynote speech to start your meeting, a motivational talk to inspire your team or a half day training seminar, you can expect the audience to be totally involved in Judi's presentations.

FRESH

Judi personalizes each presentation so it is fresh and new. It's not just the same old speech presented in the same old way.

RELEVANT

She takes the time to learn about your organization and your team members so they will absorb and use the material.

ENERGIZING

Participants laugh, cry and think. They take away a new sense of purpose and direction.

LASTING

Participants frequently quote Judi for months and years after the presentation.



Turning Point International

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Look Who's Wrecking Your Company Now!

Informative

Hands-On

Interactive

Do your employees stand around chatting while customers are waiting to be served? Do your customers have to wait, without being acknowledged, until your employee gets off the phone? Have any of your employees ever told a customer that he is wrong or should "come back tomorrow and tell someone who cares?"

If so, "Look Who's Wrecking Your Company Now!" is your wake-up call. Satisfying your customers is the best strategy for gaining a competitive advantage.

This program is packed with dozens of practical tips and techniques that will enable you and your company to win and keep more customers than ever.

Your employees will learn how to:

- ★ Communicate clearly and courteously with all customers
- ★ Maintain a positive attitude
- ★ Listen actively to customers' wants, needs, and expectations
- ★ Handle complaints with tact and professionalism
- ★ Become a more valuable member of your team
- ★ Turn every customer interaction into a Win/Win



Judi Moreo, CSP

From the customers' viewpoint, the employee who waits on him or her IS the company. If this employee is courteous, helpful and knowledgeable, your organization is perceived as an organization that looks after its customers. If the employee is rude, inattentive and lacks product knowledge, your organization is perceived as being uncaring.

Customers want to be important and to be treated in a manner which makes them feel important. If that doesn't happen—they go elsewhere.

Judi Moreo is a leading authority on Customer Service. Her model for delivering outstanding customer service has become a standard of successful organizations worldwide. Bring Judi in-house to train your staff and you'll be well on your way to building a loyal and profitable customer base.



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Conquer the Brain Drain Building a Creative Organization

Dynamic

Innovative

Informative

Do you live with ongoing and increasing pressure to produce positive results?

Do you want to expand your ability to think creatively and be able to inspire others to think creatively as well?



Are you using your creative energy to make your business more successful? **Conquer the Brain Drain** provides techniques for tapping into the creative wellspring we all possess. If you're on a team – or especially if you manage one – learning to think creatively and teaching others to do so will boost productivity, improve morale and inspire your team to greater success.

Discover how you can:

- ★ Overcome challenges
- ★ Improve moral
- ★ Boost productivity
- ★ Help others develop their thinking abilities
- ★ Inspire your team



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Short deadlines, downsizing, increased expectations and the need to do more with less all contribute to “status quo” thinking. If you keep doing what you’ve always done, you’ll keep getting the same results. If you want to build an innovative, creative, problem solving team, then get Judi to show you how!

Judi Moreo is a speaker who will raise your team’s creativity quotient and problem solving abilities to a new high. Implementing the principles she shares will motivate your team to think in new ways to solve business problems and generate ideas.



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Join Judi at:



Communicate For Results

Powerful

Informative

Insightful

Communication is the #1 problem in most organizations. It's also the #1 problem in most personal relationships. Discover how you can say the right thing at the right time and connect with others in an effective and persuasive style.



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People who don't get the results they want often find their word choices are off. In a crucial moment, they are unable to control their emotions and what they say is offensive. Rather than keeping "people separate from feelings," their emotions take over. They want something done but don't know how to ask for it without appearing pushy. Instructions are confusing, anger surfaces, frustration mounts and soon their careers are on the line as their credibility begins to erode.

In this high-powered program, Judi shows you how to:

- ★ Adapt to the unique communication styles of others
- ★ Get your message across effectively, powerfully, persuasively and memorably
- ★ Make a strong impression every time you speak
- ★ Make a positive difference in your communication effectiveness
- ★ Build techniques necessary to communicate for the results you want.

There are very few skills more critical to your success than your ability to communicate with others. This program is packed full of techniques that you can apply to your unique circumstances to assure that you will have positive interactions. Learning these skills will lead you to increased self-esteem and self-confidence as well as a better image.

Judi Moreo is an internationally sought after speaker who has addressed Fortune 500 companies and corporate leaders around the world. You will appreciate her keen insights into human behavior, her in-depth knowledge of how to succeed with people and her lively sense of humor that combine to make each of her programs a rich learning experience.



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