

# Selling Points for Susan Carnahan



## .... A TOOL KIT TO FIX THE PROBLEM

*"After a long day of presentations, **you're after dinner talk was just what the group needed.** The evaluations reflected their appreciation for you and the material you delivered. Thank you for being the icing on the cake! **We plan to extensively involve you in our training curriculum for 2005, and look forward to seeing you then.**"*

Leonard W. Mallett, Vice President of Operations, TEPPCO

*"Members have said **they actually remembered some things you talked about yesterday and are going to put them into practice ... that says a lot.**"*

Elaine Romberg, Owner and President, Inter City Personnel Services

*"You were especially effective in coming down from the podium and interacting with the audience at the table level. We heard many favorable comments about that skill as well as **the take-away communication tools you offered and modeled for the group.** Well done!"*

Gretchen Ricker, Associate Executive Director  
Texas Elementary Principals and Supervisors Association

*"Your inspirational presentation on "Self-Empowered Excellence" received rave reviews from all participants, achieving the highest rating of any of our speakers. **This training seminar provided our participants with marvelous self-management skills. Our program sponsors and staff came away with lessons to gain greater control of their lives.** Thanks for sharing your expertise with us."*

Sheila G. Terry, Chief, Nutrition and Transportation Services Branch  
Maryland State Department of Education

*"Your communications session -How to Manager Your Mouth- was a big hit with our staff! They **exited your session having acquired knowledge of how to effectively share relevant and useful information with others in a timely manner through effective verbal, written and listening skills.** Your use of relevant communication data and professional experiences enabled the attendees to relate the program to their own experiences. We value your contributions to our growth **and look forward to continuing our training partnership in the future.**"*

Kimberly A. Find, Director of Training, American Cancer Society

## ..... ADAPTABILITY AND CUSTOMIZATION

*"You truly deserve the crown for wearing and maximizing the power of the stage. Thank you, thank you, **thank you for doing such a wonderful job under fire.** I have had many supportive comments from our committee members to our conference sponsors."*

Julie Gowman, American Heart Association

*"We were so impressed with your adaptability, Susan. From the beginning, you had an uphill battle: **first with the change of topic at the last minute and second, with the distraction of the servers who continued their work beyond our request. You had 100% interest and attention of the audience.** Thanks for persevering!"*

Gretchen Ricker, Associate Executive Director  
Texas Elementary Principals and Supervisors Association

#### ..... ENTERTAINING

*“Superb speaker on a very important topic (managing anger and difficult situations). Her knowledge of the subject matter is impeccable and **she blended this with a fun, lively and interactive discussion. Wanted it to last much longer!**”*

Dona Flory, Chapter Affairs Manager, American Academy of Family Physicians

*“Susan arrived at the conference full of energy. Her stories of personal feats and mishaps **had the audience laughing through tears.** Susan was able to encourage the audience to take charge of the things in their lives that they can control and to let go of the things that they cannot. She **beautifully delivered a speech that was motivating, thoughtful, and hilarious even though it was 9:00 in the morning!** I believe Susan can adapt her speech to any occasion and make a marvelous impression.”*

Sandy VonFossen, Office Manager  
Chamber of Commerce of the Mid-Ohio Valley

#### ..... CONSISTENT PERFORMANCE AND RATINGS

*“You were fabulous! **Our evaluations rated you an average of 4.0 on a 4.0 scale. You can’t do any better than that.** Stand up and take a bow. Everyone loved you.”*

Verna M. Baker, MS, RD, LD, DFCS Nutrition Program Manager  
KIDS FIRST/UAMS Department of Pediatrics

*“You should be very proud of what you do. **We consider you a consummate professional and a true partner in our education programs. You are always one of our top recommendations to other associations and organizations.**”*

Jeff Hurt, Manager of Education and Certification  
Promotional Products Association International

*“**Susan, you were a raving success!** Your keynote presentation, *BeBop to HipHop: Managing the Generations and More*” really got the attendees motivated for the day and gave them great information regarding our age differences and how to value that diversity. **Your dedication, skill and enthusiasm are unbelievable. Along with your dynamic personality and polished image, you are a hard act to follow!**”*

LaDona Landry, Organizational Development, Training and Recognition  
University of Texas Medical Branch