



James D. Feldman CSP, CITE, CPC, CPIM, CPT, PCS

For Booking Info, contact our office at: 312-527-9111

www.shifthappens.com www.jfainc.com

A Practitioner Who Speaks

Jim offers real-world experience from a diverse client base of leading global companies as well as emerging organizations striving to become #1 with their Customers and employees..

Your audience will leave with the solution tools they need to get their jobs done faster, and better, by stimulating an increased level of collaboration through increased Customer satisfaction, improved leadership skills, and employee attitude adjustment.

Jim will provide a practical, humorous, disciplined guide to making Customer Service innovation a reality within your organization – helping you to achieve profitable, sustainable growth.

**It's all about UNCOMMON,
Common Sense**

D-A-T-I-N-G Your Customer®

Keynote • Workshop • Breakout • Consulting

It's all about how you Dazzle • Anticipate • Treat
• Innovate • Nurture • Guarantee your Customers.

My BASF client said it best...

Gail Englesbe Sr. Operations Manager

I had the distinct pleasure of working with Jim during International Customer Service Week. Jim was our organization's keynote speaker for BASF's Customer Care Summit. Jim's innovative and creative mind enabled him to communicate to every level of the organization. He truly captures his audience and keeps their attention delivering powerful and thought provoking dialogue.

Jim delivered his speech at three Customer Care hubs for BASF, I received feedback such as "the best speaker we've ever been exposed to", "I'm going to use his tips right away", "Jim really gets it". **"I highly recommend Jim and would hire him again for any type of keynote speaking engagement."**



Latest Book Release: D-A-T-I-N-G Your Customer®

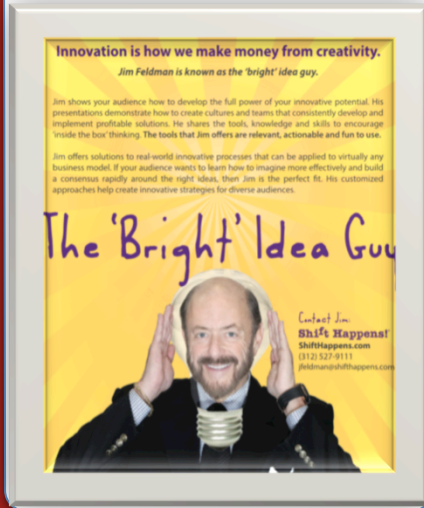
A Relationship Manual that provides a guide to exceeding your Customers' expectations, increasing the bottom line, and retaining both external and internal customers in a relevant and easy to understand guide.

Clients Include:





Shift Happens!®



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TESTIMONIALS

"Jim lays out a great flight plan for you to fly through turbulence and not only survive, but thrive."

Howard Putnam, CSP, CPAE
Former CEO Southwest Airlines

Jim Feldman is a genius on marketing and positioning.
...chuck full of ideas that can move you onwards and upwards in business & life.

Dr. Nido Qubein, CSP, CPAE
President, High Point University
Chairman, Great Harvest Bread Co.

James D. Feldman, CSP

CITE, CPIM, CPC,, CPT, PCS

SIGNATURE PROGRAM

Shift Happens!® Thriving On Change

When Shift Happens!® you can manage it or let it manage you. Succeeding after shifts in his own life, Jim illustrates how to stop limiting yourself, retake control, and immediately start using change to your advantage so you can profit from uncertainty.

Your audience will learn how to 'think inside the box' using 3D Thinking to discover innovative solutions using existing resources. In these times of high velocity 'shifts' they will discover simple, life changing results.

Real world examples from a Practitioner who speaks delivered without pop fads, boring charts, guruism, or death by powerpoint. He delivers 'plain talk for smart people.' He challenges your audience to think about their future, their companies, and their precious Customers in new ways and contexts. It's all about asking What If? What's Possible? What's Next? Why Not?

Jim creates customized, plain conversations that are delivered in your industry language as a

- Kick-starter,
- Mind stretcher,
- Sweaty palms creator for your business.

He collaborates with organizations to evaluate problems, create a vision where others aren't looking, capture what others are not seeing, by providing UNCOMMON, common sense.

Shift Happens!® in every business. Jim's expertise is delivered in compelling, thought provoking presentations. Whether your 'shift' is related to enhancing innovation, customer service, leadership, problem solving, mobile marketing, or finding new opportunities he delivers a presentation that can enable your audience to see solutions more clearly.

His presentations are engaging, visually stimulating, and filled with thought provoking solutions because he knows that every audience has a finite amount of time they will sit without getting bored.

Jim has conversations with your audience, not lectures.





JAMES D. FELDMAN

CSP, CPC, CPIM, CPT, PCS

**KEYNOTE SPEAKER • CONSULTANT
AUTHOR • COACH • CHOCOLATIER**

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The Journey To Bright Ideas

James Feldman has worked with an incredible range of clients: from the U.S. Department of Defense to Verizon, from Lexus to Microsoft, from the March of Dimes to the PAWS Chicago humane organization, American Dental Association to the Cremation Association of North America, Coca-Cola to AT&T, BASF to Vidal Sassoon, Toyota to Red Lobster in the search for bright ideas for them.

His experience runs deep, but he holds true to relevant ideas, actionable ideas, helping each organization take advantage of the resources they already have.

The F.E.A.R. of failure is really a freedom to succeed. It provides a catalyst to take a chance. In this interactive presentation he creates an Idea Exchange to explore new ideas that create the greatest opportunities for your organization. He shows them how to shift their perspective and encourage them to take action and make changes in their attitude and results.

BIO

Jim's topics are transformational, not just informational. He is an experienced innovator that delivers customized presentations while connecting with YOUR audience.

He approachable style and language describes experiences we have all had and what we already know, but often forget. Jim's presentations encourage the audience to be seen, heard, and valued. Jim's clients say he is an expert in helping organizations discover new opportunities using existing resources. With a wide breath and depth of experiences Jim creates a very customized presentation. He speaks directly with the thought leaders of your organization and creates a relevant focus that is unique, conversational, and delivers a congruent message for the event. The result is highly personalized, unforgettable, and useful for your audience. He has the remarkable ability to capture and hold audience attention

TESTIMONIAL

Here is an opportunity to learn from a master and Jim's unique approach to success, failure, and what it takes to make a difference. Yes, follow his advice and, sure enough, a shift will happen in your life, too.

Joseph Sugarman, Chairman and Founder of BluBlocker Sunglasses and one of America's top marketers.



James D. Feldman, CSP



SPEAKER • AUTHOR • CONSULTANT • COACH • CHOCOLATIER

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3D Thinking is an interactive program offering insights into innovation problem solving for any organization or association. It is a working laboratory to create unique solutions using existing resources to seize new opportunities. Shifts in thinking are often simple-yet quite complex. Jim focuses on asking the right questions by going 'inside the box' to determine the components that make up the problem then applying the 3Ds. Depth • Distance • Determination. It's about the problems you solve for others...not about reducing price. This program shifts thinking so that people will pay for the results. His railroad box car of pasta sauce story will leave your audience with a new appreciation for 'inside' thinking that resulted in an 8 times ROI in less than 5 days. "Ask the right questions to get the right answers" will start immediate shifts in 'how they think, not what they think.' Today, jim applies 3D Thinking to his various businesses, incentive travel, chocolate, watchwinders, beverage chillers, portable solar panel/kits, promotional merchandise, executive gifts, and executive coaching.

Jim Feldman is a practitioner who speaks. He is an award winning, professional business speaker who provides the expertise, charisma and professionalism you need to ensure a successful program and create an inspired audience. Here's a little background to help you determine if Jim is the right fit for your meeting .Jim is owner of several business. Professional speaker for over 30 years. Innovator and Change management expert. Named one of Incentive Magazine's top motivators and named one of the most Innovative Person of

What stood out about Jim was his thorough and exhaustive research before the event. He was the keynote speaker and had taken the time to learn what many of the participants had accomplished during the past year and some of their strong points. He then weaved his presentation around their experiences so when he finished his remarks not only had he delivered our message but indelibly linked our message to their experiences. The result was the participants eagerly returned home anxious to try out their new sales tools.

James Curran, President