

## What kind of a response can you expect from your attendees when you ask Barbara to speak at your next event?



"Barbara Khozam's **strategies have the power to change businesses and lives!** Her strategic customer service tips absolutely **lead to success.** She knows her stuff!"

— James Malinchak: Featured on ABC's, "Secret Millionaire" Founder, [www.BigMoneySpeaker.com](http://www.BigMoneySpeaker.com)

..."The time whizzed by. It was very practical, down-to-earth, specific behaviors that we can do. Maybe we know about them before, but it's good to get a review often. **Barbara was friendly, down-to-earth, funny, smart, enthusiastic, and I felt like she was an expert.**"

— Lynn Schiff, NP, Kaiser Permanente, San Diego, CA

"It was really fun. Barbara was really knowledgeable and she motivated us to do better and to be here for our patients, their family and everyone who comes to Kaiser." "...**The training was amazing, excellent.** It will add a lot to our careers and in our day-to-day work." ...and we can apply this to our co-workers as well."

— Deja Alexandrino, RN, Kaiser Permanente, San Diego, CA

"**WOW!** Barbara Khozam could have been talking about marbles, a box of rocks or a public water fountain in New York City, and the audience would have not only been laughing but also learning and more importantly listening! From the beginning **she managed to change my entire viewpoint on the seminar and on myself.** Barbara Khozam is an incredible presenter... Thank you Barbara for **a day well spent!**"

— Monica Bingen, Edward Jones, Bozeman Mt.

"I thought you were really terrific...you were funny and inspirational and your **topics were packed with good insights and ideas...I credit your seminar for my renewed enthusiasm at work.** I've always enjoyed this job. But, **you helped put a fire back under me...**As for you, you are an excellent trainer...Your audience interaction skills are strong..and (you) are absolutely hilarious... I just wanted to say thanks. Your presentation did me a world of good at home and at work!"

— Paul Lucero, Wilson Sonsini Goodrich and Rosati, Palo Alto, CA

"Barbara was engaging and entertaining. She provided us **valuable information and techniques to use in our workplace. One of the best workshops I've attended!**"

— Kathy Funakura, Site Supervisor, Canyon Springs State Pre-School

..."Thanks to Barbara for making it fun and helping us apply it to our situations. She was **amazing. Informative, fun, entertaining.** I want to hear her speak again at the next one!"

— Anessa Curtin, Special Event Supervisor, The Ebell of Los Angeles

**To learn more about Barbara's services and availability, please contact her at:**

[barbara@barbarakhozam.com](mailto:barbara@barbarakhozam.com) • [barbarakhozam.com](http://barbarakhozam.com) •     
888.525.5915 or 619.572.1117

"Barbara Khozam is the **most personable, effective and fun program leader** I have ever experienced. She uses humor to make the learning fun and memorable.

— Colette Keeney, Office Manager, Family Tree Services, Redding, CA

"Barbara is an **excellent trainer and speaker.** Barbara is able to relate to everyone and **have a resolution to different scenarios.**"

— Phan Sooknetr, County of Sacramento

"I just wanted to let you know how much my life has changed just since attending the seminar..." **"I have a new sense of being, my self-esteem has skyrocketed and it seems my co-workers and boss have a newfound respect for me. This is all thanks to Barb."**..." I am so happy to have met Barbara and to have been taught by her. Her style of teaching is very invigorating. I hope you know what an asset she is to your organization."

— Sharon Houseworth, Diamond Construction, Helena

"Barb was terrific! **Riveting and creative** with a real "you can do it" attitude. Covered the material and provided a wealth of additional tips and resources."

— Patrick Coplard, IWMD, Santa Ana, Ca

"Barbara is a very good speaker. She is **well organized and gives a presentation relevant to everybody.** Her upbeat and outgoing attitude is contagious and makes the seminar fun. **I enjoyed it and would take another seminar from her. Thanks for making my day and money worthwhile.**"

— Jeffrey R. Hinton, Manager, Photo Imaging Center Sheridan, WY

"This seminar was **very informative.** I enjoyed the professionalism of Barbara as well as her **ability to give the solutions to situations where there seemed to be none.**"

— Hilda Falcon, Vans, Inc., Santa Fe Springs, CA

"I would like to complement Barbara for a superb day. She is very fun, yet up-to-date knowledge wise. She presented her material in such a way that is was not only fun, but you **went away with a sense of accomplishment** for having attended her seminars. Something I have not felt in the past. ...

Thank you Barbara for all the wonderful ideas and information, and for **making us think outside our small circle of life, and into the vast realms of possibilities.**"

—Zona Savage, Western Area Power, Phoenix, AZ

**BARBARA'S STORIES ARE SURE TO INSTANTLY PUT A SMILE ON ANYONE'S FACE!**



## Bringing Manners Back to Business



# BARBARA KHOZAM

Author of *How Organizations Deliver BAD Customer Service (And Strategies that Turn it Around!)*

*Barbara is the Co-Author with Jack Canfield, Brian Tracy and Les Brown of Power of the Platform. Barbara is also the Co-Author with leading business experts of Executive Etiquette Power*

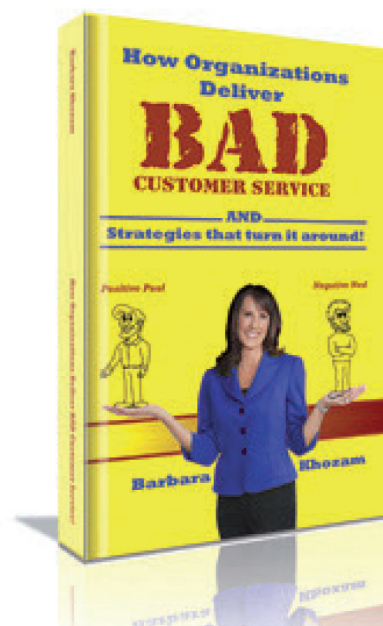


**Barbara has spoken more than 1,600 times to more than 55,000 people in 10 countries**

Her wit, energy, and jaw-dropping insight, reveal practical principles necessary for success in today's cynical marketplace. Barbara will show your audience how to create win-win scenarios in all of their professional relationships and how to create rapport with clients, propelling your business into a category of one.

Barbara's highly acclaimed book, *How Organizations Deliver BAD Customer Service (and Strategies that Turn it Around)* has become a staple on the bookshelves of people who excel at creating great customer relationships. She also co-authored *Executive Etiquette Power* and was featured in *The Power of the Platform*, along with Jack Canfield, Brian Tracy, and Les Brown. These books have sold in excess of 25,000 copies worldwide.

Barbara is a former professional beach volleyball player and can still be found spiking balls on a court when she is not lobbing insightful and practical advice to groups like Kaiser, Xerox, Symantec, Verizon, FEMA, the FBI, and hundreds of other multinational corporations, and government agencies.



**LIST OF SERVICES**

**45 - 60 Minute Keynote Presentation**

**90 minute, 2 Hour, ½ Day, Full Day Seminars**

Customer Service Training  
Leadership Training  
Dealing with Irate Customer Training  
Communication Training

**Employee Survey/ Interviews**

**Mystery Visits / Calls and Reports**

**Custom Tailored Customer Service**

**Protocols Creation**

**Customer Surveys / Interviews**

**One-on-One Coaching**

**Monthly Follow-Up Consulting**

**Barbara's Partial Client List**

Accenture • Arizona Department of Gaming  
Baxter Healthcare Corp. • Boeing  
Dura Pharmaceuticals • Edwards AFB  
eHealthInsurance • FBI  
FEMA • GE Healthcare  
General Petroleum • Hewlett Packard  
Honeywell Learning Center • Kaiser Permanente  
Murphy Broadcasting • Paiute Palace Casino  
Quest Software, Inc. • RAND Corporation  
SAIC Social • Security Administration  
Taco Bell • Tucson Electric Power  
University of Queensland, Australia  
VA Palo Alto Health Care System  
Yahoo! Inc.



Sign up for the "21 Day Happy Pants Challenge"  
Send an email to  
[Barbara@BarbaraKhozam.com](mailto:Barbara@BarbaraKhozam.com)



*In a speaker jam?  
call Barbara Khozam!*

Your audience will love the "Barbara Khozam Experience"

**Barbara Khozam** is known around the world for her impactful, high-energy delivery, outrageous wit, and ability to connect with her audience.

Barbara has spoken more than 1,600 times to more than 55,000 people in 10 countries about customer service, leadership, motivation, and communication. And from the millions of people who have been through Toastmasters programs, she is one of just 76 (the 14th woman) who has been awarded with the Elite Accredited Speaker Designation for Outstanding Platform Professional Speaking. She is also the recipient of 27 awards for Sales Achievement & Outstanding Trainer Ratings.

**B** Boundless Belief  
*in yourself, your company, and others*

**A** Amazing Attitude  
*with and toward everyone*

**D** Decide to Do it  
*be kind every time and with every one*



**CHOOSE FROM 4 KEY TOPICS**

*(All Available as a Keynote, Breakout Session, or 2-Hour to Full Day Program)*

**1 HOW TO DELIVER EXTRAORDINARY CUSTOMER SERVICE**

Customer service is no longer a department, it is a culture that flows through the veins of every great company. Your customers can instantly rave or complain to millions of people with one click of their mouse, DO NOT LEAVE THEIR COMMENTS TO CHANCE!

- This dynamic, humor filled program will help your group discover the following:
- The three biggest mistakes businesses make with customer service (and how to avoid them)
- Gain and maintain repeat customers (without giving away the store)...
- Ways to identify and avoid the most common customer customer turnoffs
- Handle difficult and complaining customers with class, calm, and poise

**2 ZAP NEGATIVITY AND IGNITE YOURSELF, YOUR LIFE, YOUR RESULTS.**

Barbara will take you through a laugh-filled, fast paced, motivating experience, where your audience will discover how to:

- Set the proper foundation for success at work and at home
- How to approach problems with a "Get over it and get on with it" attitude
- Keeping the fire of your team's enthusiasm hot
- Avoid being someone's emotional garbage truck.

Negativity is contagious and a trap that's easy to get caught in. Barbara will guide you out of that trap, and show you proven techniques to create a rewarding and positive environment.

**4 HOW TO DEAL WITH DIFFICULT PEOPLE IN DIFFICULT SITUATIONS**

This session is about communicating with people during the most challenging times. It is about avoiding conflict and controlling your triggers when it counts the most. Don't let unmanaged confrontations and conflicts affect your relationships. These types of conflict in the workplace waste time, create stress, and sometimes destroy morale. If you find you click with some people and not other or some people seem push your buttons (on purpose?) or if you yearn for the right thing to say at the right moment, this session is for you.

Don't let unmanaged conflict affect your relationships, waste your time, and/or create stress. While conflicts, disagreements and emotions are normal, problems can occur when they go unmanaged. This webinar will help you take complex solutions and boil them down to simple, measurable actions.

**You will learn**

- Which difficult people need to be confronted and which need to be ignored
- How your personality and attitude affect the outcome of a disagreement
- To recognize their own "triggers" and will learn fast and easy strategies to control them
- Graceful "exit" lines to retain respect and credibility
- How to turn a complaint into an opportunity
- How to use non-verbal communication to build rapport in seconds
- To say no – tactfully – without feeling guilty



Actress Barbara Niven and Barbara, Dave Sheffield and Barbara, Joe Theismann and Barbara, Glenn Morshower and Barbara

**3 LEADING FOR SERVICE EXCELLENCE**

**Course Description:** The purpose of this course is to provide practical leadership skills to enhance employee engagement for the ultimate goal of increasing patient satisfaction and profitability. This session will increase the participants' awareness of their own leadership skills and teach ways to improve motivation, communication, and accountability with ALL employees. The attendee will be provided with the data and rationale to make changes in order to increase employee engagement while improving patient satisfaction and the overall patient experience

After participating in the session the attendee will be able to:

- Identify the various types of leadership styles.
- Understand what leads to employee engagement and thus motivation and productivity.
- Present rationale for customer service protocols and, thus, employee accountability.
- Identify techniques for diagnosing employee performance and selecting high-probability managing styles.
- Learn how to reward employees without creating the perception of favoritism.
- Practice confronting the low performer – even when they deny, deflect and dismiss.
- Create action plan to maintain momentum after training.

**BARBARA'S WORDS OF MOTIVATION:**

"When you're in doubt and you want to shout, don't become mindless just fill 'em with kindness"  
"Get in style, show your smile"  
"When you tell people 'why', they are more likely to comply"  
"Blow their mind, just be kind"  
"Don't be lame, say your name"  
"The more you explain, the less they complain."

To Check Availability or for More Information Call:  
888.525.5915 or 619.572.1117  
[Barbara@BarbaraKhozam.com](mailto:Barbara@BarbaraKhozam.com) • [www.BarbaraKhozam.com](http://www.BarbaraKhozam.com)