

## SHRM 2018 Annual Conference & Exposition

**Session Title:** How HR Leaders Can Cut the Cost of Drama, End Entitlement and Drive Big Results

**Session Date/Time:** Sunday, June 17 from 12:30 p.m. - 2:00 p.m.

**Speaker:** Cy Wakeman

Number of Attendees: 1191

Number of Responses: 314

**Note:** A rating of 3.8 or better is an acceptable score.

Rating Scale: 5 = Excellent; 4 = Very Good; 3 = Good; 2 = Fair; 1 = Poor

Item Rated	Your Average	Overall Average of Sessions
1. Speaker Rating	4.9	4.4
2. Content Presented Matched the Description	4.8	4.4

3. Do you think the speaker was selling his or her services from the platform?

Yes: 22

No: 292

4. Which was the most important element that impacted your decision to attend this session?

The speaker himself or herself: 78

The organization or company the speaker represents: 2

The topic covered in the session: 234

Verbatim Comments:

- excellent speaker: funny, engaging, insightful
- Excellent content, presenter & engagement
- One of the best speakers, presentations & topics in my 6 yrs of attending SHRM national conference. Lots of applicability to help me in my job.
- An eye opening discussion! I'll start with myself today!
- Amazing!! Very engaging and relatable!
- Her ability to connect w the audience with practical experiences is invaluable. I follow her on social media and seeing her in person is PHENOMENAL. Thank you for bringing her to SHRM 2018.
- Outstanding
- tons of common Sense stuff to bring back to work.
- Cy is one of the most amazing speaker- very engaging
- Just brilliant- such great information. A new way of looking at things.
- very entertaining, awesome subject and she was very engaging and funny. :)
- Cy was quite engaging
- she is real. she speaks about real things that people can relate to. she's funny and real. EXCELLENT presentation and speaker
- Great presenter with humor and reality.
- Love the app for rating the speaker. What a great speaker! The content is real everyday in the workplace.I found the information very helpful and encouraging. Thank you!
- Excellent! Funny and taught new way of leading! She was great!!!!
- Great presentation skills but the description didn't exactly match what was delivered.
- Very well prepared and presented. Kept me listening throughout the session.
- Absolutely Amazing! Topic was relevant and she was unbelievably informative and entertaining. Self reflection is something I need to do better myself in order to be a better leader.

- Phenomenal presentation. You just gave my department a solid foundation to address my company turnover from. Thank you!
- Very good. I wished we had the handouts
- Great speaker. I love that she has a therapist/psychology background
- This topic will most definitely be on my next staff training. "Ego is not your amigo"
- Excellent speaker! Great information.
- This session was a wonderful way to open my SHRM18 experience. Thank you
- I've seen Cy before. She does not disappoint! Thank you for a great session.
- I want to be more like Cy when I grow up!
- Can't find the presentation slides?
- So good! Got a ton out of it.
- Amazing! Loved the session and feel I learned a lot.
- as a newer HR professional this session gave me several AHA moments. great topic
- Cy was engaging, funny, real, and shared insights anyone can understand. Absolutely one nominal speaker!  
What a great session for me to start SHRM 2018!  
WOW, just Wow!
- I had never heard of Cy prior to attending this session. Now I will follow her everywhere! Wonderful topic and insightful advice—data! Thanks!
- Awesome and an excellent choice to kick off the conference!!!
- Loved it! Awesome presentation! Plan to share with team.
- Excellent speaker.
- It was amazing and it truly made me pause and rethink my interactions. Cy was fantastic!
- Cy is engaging and entertaining; easy to spend time in her audience even in a cold auditorium!
- Terrific as always!
- So inspirational! I don't know that there could be a better first session for the conference. She set the bar high and I will carry her message with me for the rest of the conference. Great presenter, fun personality, and even better lesson!
- I should be able to apply a lot of what was presented
- Great speaker I enjoyed her presentation style and personal stories relating to the topic. She was awesome!!!!
- Really enjoyed it. Thank you!
- I will start flipping the switch, both my own as well as my associates.
- I love Cy! Great way to kick off SHRM!
- Awesome topic and presenter. All relatable
- Memorable stories to help retain the lesson of the sessions. A wonderful speaker!
- excellent presentation. thought provoking. dispelled some common well-worn "truths" and presented a different way of thinking about employee engagement. well worth my time today
- Love love love her ability to relay content in a relatable way. It is impactful and you can retain the info you don't have to spend the whole time taking notes.
- Cute inspired me!
- Very relatable. I enjoyed how well she was prepared and authentic. Her spirit, heart and mind has been birth for greatness. I was able to keep 100 percent focus as she presented.
- Her approach to employee engagement is spot on and refreshing! Love her approach to leadership.
- Awesome! Thank you for sharing this information. It really challenges us to think differently about HR and the leaders role in the org. You are inspiring! I would love to be able to get access to your slides. The quotes were inspiring!!
- Applied it not just work life but everyday life.
- Great session. Can apply learning right away. I can't wait to read the book. Thank you
- Amazing session, great ways to expand and change the way of thinking and how we do our work! Thank you!!

- Cy is an impressive presence when she presents. She knows the material well and completely owns the stage. She brings a gray message, backed up by data and presents it in an extremely compelling manner.
- fabulous!! exactly the kind of thinking we need more of in HR.
- CJ was awesome!
- Great speaker!!! Very good start to the conference!
- She was fantastic and my very first presentation of a SHRM conference!
- Cy provided a lot of great information that I feel I can take back and apply as well as coach other managers to use this information. Thanks Cy!
- extremely relevant, truthful information that is needed in HR today
- loved the speaker. First time and would attend another session if she was the speaker next year.
- High energy, great comebacks to original points. Cy was able to put into words what I have been thinking regarding engagement because of her psychology background. Many take away a.
- Very insightful session!! Loved it!
- the speaker was very engaging, but the content often seemed to be made up of cute phrases more than best practices or action items.
- Rock Star HR pros like Cy Wakeman are the reason we come - and continue to come - to the SHRM conference. Thank you,
- Even though I did feel an element of the speaker selling her book/services, I thought it was a really good talk. The topic is so relevant in this time of entitlement and I definitely think engagement is about more than perks. Cy is on to something!
- Fabulous! Entertaining and thought provoking!
- Fantastic!\nBook was sold out @SHRM store, hoping more copies will be available before conference ends
- Cy is spot on. I want her to come share her message with my organization. So real, easy to understand and will produce positive results. Thanks Cy.
- EXCELLENT!!
- Superb, hard hitting, clear concepts that were delivered with wit, caring, & passion. Best session I\ve attended in recent memory. I\ve already redirected some of my own thought processes. Bam!
- Highly motivating and inspiring.
- Loved the humor of the speaker!
- informative. motivational. message had something for everyone and was very relatable
- I have been in HR for 30+ years and her way of questioning an employee complaint to find the route of the issue was refreshing and eye opening. I will be ordering her book thru SHRM -Amazon Prime. I want to share her way of questioning and getting to the route of our employee ego's to my HR group.
- Excellent presentation. Authentic and engaging topic with strategies that attendees can take back and immediately apply to their organizations.
- The slides went by too fast, it was hard to write down what you needed, especially on the "ah ha" moment slides.
- The session seemed a bit basic for me - be positive and move people to a higher level of thinking than self. Many people seemed engaged with the presentation but for me it was just common sense.
- Phenomenal. I love her philosophy of employees are responsible to be accountable. It's not our responsibility to keep them engaged.
- My first session of my first conference and she exceeded my expectations! I'm excited to get back to the office and ask everyone what great would look like!
- Very well done presentation
- Great content, engaging speaker. I have a list of great quotes I'm going to bring back to my organization.
- Love her. Very informative and entertaining.
- It was very helpful and insightful- ego

- This was a very interesting topic and I'm so glad I selected that session. Going to get the book and work with my supervisors on some of her concepts
- Cry was amazing! Very inspiring! I'd like to see her again at another SHRM
- She was wonderful!! Love it!!
- Absolutely loved Cy, the presentation was so empowering.
- Entertaining! Great presentation that was inspirational.
- I could listen to Cy all day long. so insightful, practical and useful
- Cy is a great speaker. The information she presented was interesting and relevant. Great session.
- Great speaker! Funny, engaging and smart at the same time! Loved Cy!
- Woah...this was awesome - really resonated with me. Thanks Cy!
- Presentation was engaging - funny, practical, real world.
- Enjoyed her approach to help address venting and ego.
- Good content and superb presentation of it. Thank you
- Cry was great!!
- Great session - I'm glad I started off my conference with this one! Cy's presentation was relevant, clearly delivered, and funny while also addressing a very serious topic. While she didn't focus on selling her services, her brand and her presentation made me want to read her books and I plan to use some of her points as I refine my leadership approach. Very worthwhile! Thank you for the opportunity to see Cy!
- Amazing speaker.
- I loved her sense of humor!!
- Fun, and informative. The message resonated with me.
- Let this session texting my boss with excitement... on my way to the bookstore to buy all 3 books
- Really fantastic presentation. Motivational. Afterwards I am left wanting to know more about how to do it. Haven't looked into the free content but am hopeful to find my answers there.
- Excellent content, relevant stories, charming and personable speaker. Great kickoff to conference. Find myself channeling Cy through the day. Fantastic!
- Excellent as always!
- Please bring her back and allow to have multiple sessions! She hit home for me on so many things!
- Cy has a highly impactful message for my HR role/mission. I always enjoy her dynamic presentation.
- Cy was a great speaker, very engaging and in tune with the HR profession.
- Cy was very engaging and provided great stories to emphasize her points.
- great speaker and topic. since her philosophy is completely different than other seminars at the conf, it might be helpful to have e other topics that would marry with her philosophy
- So motivational simple approach to managing people and really helping staff with critical thinking which prior to today I would have thought you couldn't teach.
- This was my favorite session so far. If I would have had to leave after just that session I would have got my money's worth. Excellent presenter, fascinating new perspective and so interesting the time flew by.
- Excellent session. Thought provoking. Engaging presentation.
- Great speaker! Kept the audience engaged during the full presentation and very knowledgeable.
- Loved this presentation, completely agreed with what Cy presented and her beliefs.
- Always try to go to her session
- Excellent and captivating.
- Cy was as energetic and engaging as always. Fun and enlightening session.
- She was awesome and great take aways
- Excellent provocative information
- Very funny, interesting topic. I enjoyed the stories mentioned (relatable) and how to overcome ego
- very interesting so glad I chose this one made me look at leading very differently.

- She was very relatable, engaging, and funny. This made the presentation very interesting and easy to follow. There were facts and strategies provided, very well put together!
- This was one of the best speakers I've had the pleasure to listen to.
- Cy was very engaging and inspiring. I will definitely be checking out her books and other services.
- Excellent speaker, perfect topic, & incredibly entertaining
- Cy is my favorite SHRM Speaker. So excited to get her new book here.
- Amazing speaker. Was blown away by how Cy took this seemingly simple topic and really made us think on how we are contributing and can make real changes. Her insights were extremely helpful and she is hysterical. Please keep bringing her back!
- This was by far the best session I attended. Cy was engaging and real. Her style kept attention, while she delivered information we all need to hear. I would go again to this if it was offered twice.
- Awesome would highly recommend
- Amazing!
- Best session ever !!!!!
- Perfect kick off to my first ever SHRM conference, loved Cy, loved the content and the themes. It makes perfect sense and I look forward to reading up on her work. I'm hoping to put this into play with my staff and see how positive the reactions are!
- The story about Cy\'s childhood experience really resonated with me and demonstrates that kindness is a free gift managers can provide to employees.
- I follow Cy on various channels, and love her original thought Leadership, presented in a non-nonsense way. Please invite her back!
- Outstanding. I also bought the no ego book. This will have a direct impact on our workplace and I look forward to putting into action. This session ended up being my overall favorite from the entire conference.
- She was amazing!
- Cy is an amazing speaker and her background gives her special insight into emotional intelligence and motivation. I was truly inspired!