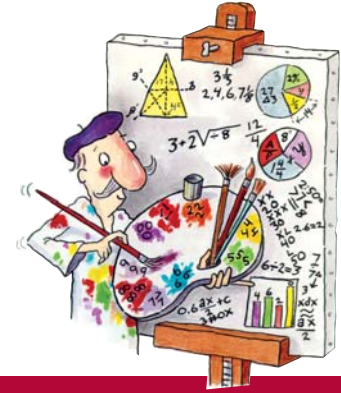





Dr. Jim Dillahunty
www.NewParadigms.com



KEYNOTES - WORKSHOPS - CONSULTING

The Art & Science of Business Leadership®

The Art & Science of Business Leadership

From my 30 years of experience as an entrepreneur, engineer and CEO, I know there are many important tasks calling for the attention of your senior staff. Two areas, often overlooked however, are vitally important for your near term sales and overall prosperity. I am referring to your **Customer Service and Leadership Development** programs. Your Customer Service programs are directly connected to sales, repeat sales, market position, and your brand value. Your Leadership Development programs determine the caliber of your executives, your market value, and ultimately the long term success of your company

Entertaining and Informative

To address these market leading topics I've prepared a series of programs on Customer Service, and Leadership Development. My presentation style uses storytelling, humor, academic research and three decades of front line executive experience. I've designed my presentations to inform, entertain, and train business professionals using the popular formats of: Keynote speeches, Workshops/Training, Webcasts/Podcasts, and Consulting. In addition to my two books on these topics, I've been privileged to co-author a series of books with **Ken Blanchard, Stephen Covey, Deepak Chopra, and Mark Victor Hansen** (See my web site for ordering).

What do top executives say about Dr. Dillahunty's programs?

"Your presentation score was the highest ever awarded to a speaker; 4.9/5". Paul Tan, Singapore Institute of CPAs

"Excellent- Truly exceptional speaker and topic" H. Snyder, Ameritas Financial Services

Programs to entertain inform and transform your Leadership Development and Customer Service Programs.

Keynotes that are designed to entertain, engage, and to get audiences thinking. Two programs are offered; Developing Leadership Skills, and 21st Century Customer Service. Dr. Dillahunty uses storytelling, humor and facts to deliver actionable "take to the bank" information that audiences appreciate. Dr. Dillahunty's Keynotes coordinate exceptionally well with his Workshops when presented at the same meeting.

Workshops/Breakout Sessions can be custom designed for your organization to train individuals, managers and executives. The sessions are intended to lay out the guidelines of change and require at least 1.5-3 hours (or longer) for adequate presentation and discussion. If your objective is to institute change, then a series of quarterly workshops would serve to inform, educate, train and assess results. If your organization has its own training facilities, you can realize significant savings over the costs of offsite venues.


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Consulting Programs, like the workshops, are custom engineered and designed to meet the specific needs of your organization. Consulting Programs begin with an executive workshop, and based on information gathered in the session, moves forward with the close coordination of your managers and human resources staff to develop first class programs of leadership development and customer service.

Webcasts/Podcasts are among the most cost effective ways to involve executives, managers, and individuals in sessions which can be tailored to meet the time constraints and geographic venues of your firm. Programs are available as either live broadcasts or on-demand. If your organization's existing videoconference/teleconferencing facilities can be utilized, considerable savings can be brought into the program.

Bonus Program. When you book Dr. Dillahunty for an engagement he will stay over and provide one of his sessions on Customer Service or

Leadership Development without a fee, with your firm credited as the sponsor! Please see the section on the website entitled "Bonus Program" for more details.

How to determine if these programs are right for your audience?

Ask yourself if the audience members have a strong sense of self determination, and if they contribute to the leadership fabric of your company; ask if their attitudes and actions contribute to your firm's brand value, sales, and customer service. If you answered "yes" then you know you have a group that would benefit from one of Dr. Dillahunty's presentations!

Dr. Dillahunty's philosophy:

On Leadership

Leadership is an emergent phenomenon based on learnable skills. It cannot be attained by simply copying the superficial characteristics of others anymore than copying the behaviors of birds and gluing on feathers enables one to fly!

On Customer Service

Customer Service is a system that should permeate the entire organization. The best systems of customer service begin long before the sale, when the product or service is designed. To be effective they require the support of a strategic infrastructure.

Want to know more?

Drop by the NewParadigms web site and take a look at the audio and video demos, order one of my books, or call me, Dr. Jim Dillahunty, directly.



We cannot fly with the eagles simply by copying them




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