

Steve Simpson, CSP

- ◆ Two World Conferences on Customer Service Management, Orlando, Florida (rated in the top 10 speakers)
- ◆ International Leadership Symposium, Johannesburg, South Africa
- ◆ European Conference on Customer Management, London
- ◆ Regional Conference for the Academy of Chief Executives, UK
- ◆ North American Conference on Customer Management, Orlando, Florida
- ◆ Annual Conference, Society of Consumer Affairs Professionals, New Orleans
- ◆ Help Desk Institute Annual Conference, Las Vegas
- ◆ Service Excellence Conference, Mumbai, India
- ◆ UK Customer Management Conference, Edinburgh (invited three times in four years)



These are just a sample of some of the conferences across the globe at which Steve Simpson has been invited to speak in recent times. Steve's international appeal stems from his practical and unique insights into service and organisational culture along with his compelling presentation style.

Described by UK based e-Customer Service World as 'Australia's leading corporate culture authority', Steve has been accredited as a Certified Speaking Professional (CSP), the highest speaker distinction recognised by the International Federation for Professional Speakers.

His second book titled 'UGRs: Cracking the Corporate Culture Code' has been acclaimed globally. An invited contributing author to the recently released book 'The Power of Culture', Steve has recently toured Australian cities in a seminar series with Harvard Professor Rosabeth Moss Kanter.

"Steve Simpson's presentation I consider to be one of the best that I have ever seen, not only in Australia but around the world" ~ Judge John Gotjamanus

Sample Presentation Topics

- ◆ Cracking the Corporate Culture Code - Introducing UGRs®
- ◆ Boost Your Culture - Boost Team Performance
- ◆ Profiting from Discretionary Service
- ◆ Seven Tools to Get Inside the Customer's Mind
- ◆ Customer Service - Beyond the Superficial
- ◆ Profit from Reduced Customer Expectations
- ◆ What Leadership Isn't...

Recent Conference Engagements

- ◆ Two World Conferences on Customer Service Management, Orlando, Florida
- ◆ Annual Conference, Society of Consumer Affairs Professionals, New Orleans
- ◆ International Recruitment Conference, Brisbane
- ◆ National Conference of the Financial Planning Association of Australia (2000 delegates)
- ◆ HR Summit, Singapore (2000 delegates)
- ◆ Help Desk Institute Annual Conference, Las Vegas
- ◆ The International Gathering, Dubai
- ◆ Service Excellence Conference, Mumbai, India

I've seen a lot of presenters at a lot of conferences - but few with the skills, the humour and the engaging cheek of Steve Simpson.

Phillip Adams, AO
Broadcaster, writer and film-maker

There are speakers who speak well and then there are speakers that inspire and delight. Steve is the latter of the two. That room was "alive" when Steve finished - even the ones that needed help off the floor! I just wanted to express my appreciation to Steve. There are so many talented people in this world, but not all of them have the ability to share it with others in such a magical way.

Stacey Robbins
Director of Member Services
Health Alliance Medical Plans
Illinois, USA

I would like to thank you for your remarkable performance as the final speaker in our 'Leading in The New Millennium' seminar. The content was superb, and exceptionally well received. I am not sure if you were aware of it, but you were the only speaker to achieve a spontaneous round of applause from the 1,000 delegates.

I have received very positive feedback about the whole day, and can say that your segment was universally popular.

I especially appreciate your success in raising the energy of the audience late in the day, and for using humour so effectively. Thank you once again for your contribution - it was a great pleasure to see you working with a large audience at first hand, and I gained a great deal from your segment myself.

Roger Andrew
CEO
Andrew Publishing House, Australia

I had the great pleasure of attending one of Steve's presentations at the European Customer Management Conference in London - I am so pleased that I chose his session. The UGRs concept has given me the **key** I have been searching for. Steve was inspirational and of course the content of his talk was extremely thought provoking

Karen E Berry
Halifax Bank of Scotland

What an inspiration! I am already preparing a presentation for my Management Team to introduce them to some of your ideas with serious revolution in mind.

Cathy Carr, Divisional Manager, Draeger Safety Pacific Pty Ltd
Melbourne, Victoria

I've rarely taken so much away with me as I did from my first sighting of Steve Simpson. Fresh ideas, supported with robust research and delivered in a very natural, involving and energetic style. A real Customer Service Pro!

Graham Hardy
Chairman, SOCAP in Europe

I must say that I very much enjoyed your presentation. Not only was the information catchy, memorable, individual and a real eye opener I really liked your style of presentation. I have seen many speakers over the years, and of course four that day. Your style (and content) stands up with the best. Your presentation was both original and fun-but carried a serious message.

Peter Marks
Managing Director, Luminar Leisure

You are such an energetic, enthusiastic and dynamic speaker that I didn't want your workshop to end. Thank you so much for teaching me the concept of "discretionary service" and how UGRs impact/dictate other people's behavior. I'm looking forward to reading your book

I loved your session!!

Martha Ruiz
City of Los Angeles, USA

Listening to Steve and observing the audience interaction at the recent Australian Institute of Banking and Finance breakfast in Melbourne was truly inspiring. It comes as no surprise that Steve is highly sought around the globe as a speaker.

Ross Holcombe
Head of Business Development & Alliances
Global Foreign Exchange
ANZ Investment Bank

At this year's HDI Conference in Las Vegas, I had the opportunity to attend Steve Simpson's presentation on UGRs. His presentation was a highlight of the conference. Steve's sense of humor, credibility, and subject matter gave me pages of notes to use in my own consulting and training. I would recommend Steve to anyone who needs to better understand the complicated, vital, and often-misunderstood world of corporate culture.

Jeff Selby
Kuni BMW-Cadillac-Saab
Oregon, USA