

James Lloyd



Awaken the fire within

For the past thirty years, inspirational speaker James Lloyd has captivated and motivated audiences on five different continents. He magically engages listeners with his genuine down-home approach – a unique blend of timely humor, insightful knowledge, contagious enthusiasm, and personal sharing.

James plucks his poignant stories from a background rich in training, leadership development, sales and customer service. While memorably weaving this all together, James displays a remarkable gift to touch people's hearts.

James strongly believes in and lives his motto: **Laughing. Learning. Living.** He imparts vision and encourages audiences to visualize new horizons and develop to their fullest potential. James ignites a spark, and people "catch" his passion to awaken that fire within and burn brightly – keeping positive and striving for excellence.

LAUGHING
LEARNING
LIVING

Presentations by James Lloyd

Great-Full!

James presents a unique view of gratitude. When we begin looking for the positives, instead of the negatives, wonderful things happen. Morale increases, teamwork abounds, and retention strengthens.

Yield to New Ideas

This presentation explores the methods for employees and employers to find the positives with change. Whether it is a corporate merger, corporate restructuring, or downsizing, finding the positives in change will create an environment of growth and loyalty.

Taking Care of Business

This 3-hour interactive workshop contains all three of James' most requested topics. In this age of change and uncertainty there are 3 areas of focus that will ensure our success. First, we must take care of our customers. Second, we must take care of our staff. Whether you have only one employee, or a staff of 30, the way we treat them is reflected in their own levels of service. Third, and perhaps most important, we must take care of ourselves. This includes having both a healthy body and a positive attitude. Come to this workshop prepared to laugh, reflect, and make decisions that will help you take care of business.

Dazzling Service

In this customer service training session, James shares his top-ten most effective service techniques gathered from his 20 years of experience. This dynamic workshop enhances interactions with both our internal and external customers, as well as with our relationships outside of work. James discusses handling irate customers, secrets to recovery, powerful apologies, and listening with intention.

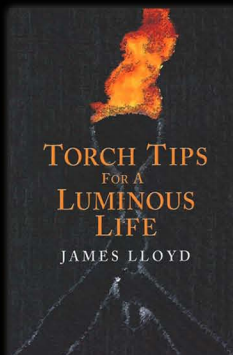
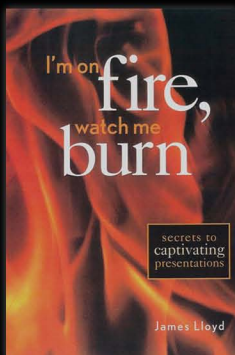
Passing the Spark: Motivating Others

This interactive class offers documented, proven strategies that will motivate your associates. James also includes test cases from Fortune 100 companies. This course includes the need for motivation (energizing your team), moments of truth (loyalty), the Pygmalion Phenomenon (expectations of others), the Foreman Facts Model (retention and turnover), the Southwest Airlines Secret (service), and Captain Abrashoff's Miracle (leadership hero). Come prepared to laugh, reflect, and revolutionize your leadership abilities.

James Lloyd's presentations and training sessions are customized specifically for your organization. Book him and learn why companies keep coming back to James Lloyd over and over!

Books

James is the author of several books that share his inspirational messages through humor and his personal stories.



"You connect on a very personal level with everyone in the room. The audience is willingly captivated, engaged and attentive."

WellPoint Health Networks

"Our top-rated presentation of the conference. Excellent!"

Texas Association of Healthcare Financial Administration

Inspirational Speaker and Author
James Lloyd

