



Jake Poore

LDI Keynote Speaker



"Jake got the highest score EVER for our LDI speakers, and we have had over 50 speakers present."

-David Crouch, Chief Learning Office, Blue Ridge Healthcare

Are you looking for...

- ◆ An inspirational, energetic speaker for your next conference or Leadership Development Institute (LDI)?
- ◆ Someone who inspires and motivates your employees, while entertaining through storytelling?
- ◆ A customized presentation that is relevant to your organization, your goals and your issues?

Jake Poore is your speaker.

"This facilitator is A+! He acts like he wants to be here with us...he is genuine. I like that!"

-National Rehabilitation Hospital Workshop Attendee

"Your presentation at the conference was GREAT! I really appreciated your honesty and your story telling!"

- Leslie Gibbs, MBA, Director of Student Services Operations, Franklin University

"Jake's knowledge of OUR hospital is impressive! Really brings information home and relevant!"

-Great Leader Strategies attendee

Call Today

407.859.2826

www.WeCreateLoyalty.com

Benefits

- ◆ Engaged attendees who leave inspired and with a better understanding of their role in the big picture.
- ◆ Relevant and useful ideas to your job and your organization.
- ◆ Well worth your investment!

General Topics

- ◆ Customer Service
- ◆ Motivation
- ◆ Leadership
- ◆ Management
- ◆ Cultural Transformation
- ◆ Customer Relations

Most Popular Programs

Creating a World-Class Service Culture

Dissect the cultural DNA of organizations known for the world-class service delivered consistently and virtually seamlessly through the eyes of the customer or patient. Share insights on how they implement such a culture and how those insights can be hardwired to your business as well. Members on our Team have worked for many of these phenomenal organizations, such as Disney, Southwest Airlines, Ritz-Carlton and Nordstrom, and will share their secrets.

Everything Speaks Series: Paying Attention to What the Customer Hears, Sees, Smells, Touches... and How it Makes Them Feel

From the Customers' Eyes, Which Best Describes your Organization?

Everything in your organization "speaks"... from the dead plants in Oncology to the employees smoking in front of the Cancer Center sign to a messy desk with confidential files strewn all over it. We explore from the customer/ patients' viewpoint: what they hear, see, smell, and touch... and how all this makes them feel.

Creating Legendary Leaders

In today's workplace, very few leaders are great at everything when it comes to managing people, places and processes. Learning strategies that have helped experts in a variety of managerial capacities can give you new insights into areas that you may need improvement. Some of us are strategic thinkers and some of us do better with implementing tactics. In this program you'll gain insights into both. Your challenge will be to assess your own talents and strengths to determine how best to incorporate these strategies into your unique situation.



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What clients say about Jake

"You rock! It is that simple! Words cannot express how much I appreciate your keynote address. If you are interested, I will give you the list of attendees at the conference. I know many of the attendees would like to engage your services."

-Ron K. Christian, Hershey Systems, Inc.

"I feel convicted again!"

-Sacred Heart Hospital workshop attendee

"A presenter that clearly loves his work."

-Sacred Heart Hospital workshop attendee

"We are continually blown away by Jake's level of expertise."

-David Crouch, Chief Learning Office, Blue Ridge Healthcare



Biography

In-demand, dynamic speaker who does more than entertain... he motivates and inspires his audiences with relevant and practical ideas for change!

Jake Poore inspires action. But more than just that, he possesses the expertise, practical knowledge and real-world application to teach you how to fish...And that brings real results in your organization.

Jake has chosen to specialize in healthcare, and he understands the healthcare landscape and complexity. For the past 7 years, he has worked in the trenches with healthcare executives and staff to translate concepts into action and transform satisfaction into loyalty.

Jake is a leader in customer service excellence, inspiring countless audiences with his vision for world-class service. He is a thought-leader, an inspiration and a catalyst for change for organizations who want to raise the bar on their customer service.

His company, Integrated Loyalty Systems, is an industry leader in customer service training, leadership excellence and corporate culture development. Under his dynamic leadership,

Jake and his team have worked with six of the Top 10 Hospitals ranked by U.S. News & World Reports, 2006.

organizations have moved from mediocre to world-class service providers.

His excellent training, facilitation, and customer service skills were developed in part over his 18-year career with **The Walt Disney Company** and with the **Franklin-Covey** organization, prior to starting his own company.

Speaking Fees

Please call for Jake's fee schedule and availability.

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OKLAHOMA DEPARTMENT OF MENTAL HEALTH
AND SUBSTANCE ABUSE SERVICES

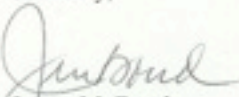
Dear Jake,

Thank you for an outstanding presentation at our ODMHSAS *Executive Leadership Academy* in Oklahoma City on January 18, 2008. Your session on "*Cultural Transformation: Designing the Infrastructure to Create and Sustain a World-Class Culture*" was very timely in helping our agency's leaders to be better prepared to deal with some of the organizational culture changes that we are currently facing.

Jake, you've certainly mastered your subject matter and, as always, delivered your message in a captivating and informative way. I heard numerous comments about your enthusiasm and energy and how the practical insights you shared would make an immediate impact in their leadership roles at work. I personally found the afternoon to be very challenging, but also "right on target" in terms of content and group interaction.

It was such a great pleasure working with you again. Thank you for all your efforts in making this event a huge success. We'll soon be making plans for our 2008-2009 Executive Leadership Academy and will certainly be contacting you again for another dynamic presentation.

Sincerely,



James M. Bond
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