



## Jake Poore

### Book a speaker that will earn you raves

Your sessions can't afford to waste participants' time, nor your organization's money.

*"Jake is the only Leadership Development Institute speaker we've had to earn a perfect 5.0 rating from all our members; and we've had over 60 presenters at 19 LDIs over the past 5 years."*

*-David Crouch, Chief Learning Officer, Blue Ridge Healthcare*

### Are you looking for...

- An entertaining speaker who captures your audience's attention, does it with applicable content, and provides tools to make a difference?
- 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!"*

- World-Class Service 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 [organization] is impressive! Really brings information home and relevant!"*

-Great Leader Strategies attendee

Call Today

**407.859.2826**

[www.WeCreateLoyalty.com](http://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 corporations known for their world-class service, delivered consistently and virtually seamlessly through the eyes of the customer. Share insights on how they implement such a culture and how those insights can be hardwired to your business as well. Jake has worked at the Walt Disney Company, has analyzed Southwest Airlines, Ritz-Carlton, Nordstrom and others, and will share his insights on the secrets to their service success.

### **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 the lobby, to the employees smoking in front entrance, to a messy desk with confidential files strewn all over it. We explore from the customer's 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 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."*

-Coaching and Empowerment workshop attendee

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

-David Crouch, Chief Learning Officer, Blue Ridge Healthcare

*"Personally and professionally, he's wonderful to talk and work with. He has such a professional style, and his ethics are above reproach. He's a winner! If we had the opportunity to utilize his talents again, we'd be glad to do so."*

-JoAnn Shaw, Vice President & Chief Learning Officer, BJC 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 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, 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.

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OKLAHOMA DEPARTMENT OF MENTAL HEALTH  
AND SUBSTANCE ABUSE SERVICES

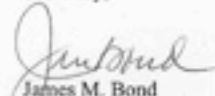
Dear Jake,

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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Mission: To Promote Healthy Communities and Provide the Highest Quality Care to Enhance the Well-Being of all Oklahomans  
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