

# Topic List – Andy Janning

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## **HEROES, VILLAINS, AND DRUNK OLD MEN**

### *Lessons for Surviving Your Ridiculously Crazy Life*

You're going eleventy-billion miles an hour each day, leading and serving others like a pro while trying to listen well, fight fair, resolve conflicts, build relationships, and be unbelievably awesome.

But how do you do all that? How can you keep everybody in your personal and professional lives happy while not completely burning yourself out?

This session has the answers.

It will share lessons from a former financial services executive, the most influential storytelling technique ever created, and a motley crew of (formerly) drunk old men.

You'll leave with practical skills that will help you build a company full of heroes, keep the villains at bay, and help you build a brighter future for everyone you serve at work and at home.

## **ROUND TABLE TRUTHS**

### *An Exercise in Ethical Business Behavior*

You've been asked to make a short presentation at a business meeting. You'll be presenting to a group of eight people you've never met. You enter the room and find the participants are already seated at a round table.

Where do you sit? Who you talk to? What assumptions do you make about each person at the table?

Your answers can reveal a great deal about your business ethics. In fact, research featured in Harvard Business Review shows that at least 75% of managers and leaders harbor unconscious biases that can affect their business judgment.

These biases can damage your ability to make ethical decisions, retain superior talent, boost individual and team performance, and work effectively with others.

See how you can bring these biases to light, and how you can reduce the flawed and unethical business decisions they cause.

## TIPS FOR TERRIFIC TALKING

### *Talking Terrors and the GET REAL Guide to Powerful Presentations*

Most of us harbor a fear of public speaking that ranks right up there with insects, heights, and attending Lady Gaga concerts. We'd do anything to avoid getting in front of a group and talking. After all, public speaking is best left to teachers, politicians, and famous folks, right?

Not really.

We're all "public speakers" to large and small audiences every day – to customers, potential customers, other employees, patients, even loved ones. How we speak to those people, and present ourselves and our message, goes a long way in determining the quality of our relationship with them.

The first part of the session, *Talking Terrors*, shows you how to send clear verbal and non-verbal messages through insights gleaned from a former president, a job fair, and even the ill-fated ocean liner *Titanic*.

The second part of the session, *The GET REAL Guide to Powerful Presentations*, shows you the seven steps that'll help you deliver real presentations, to real audiences, that get real results.

## GOGGLES, FIGHT CLUB, AND ONE EVIL DENTIST

### *Winning the Burnout Battle*

Feeling stressed and burned out? You're not alone. Stress is the most common cause of long-term absence for all workers, and U.S. businesses lose an estimated \$300 billion a year due to stress, according to the American Psychological Association.

This honest and practical program, built on solid psychological research and life-tested stress management techniques, will help you:

- Embrace the reality of burnout in not just your career but in the careers and lives of your colleagues,
- Identify the three major factors that contribute to burnout, along with the dangers they pose to your career and clients, and
- Immediately apply proven techniques to keep the burnout at bay and your career on track.

## FIRING SALLY FIELD

### *Best Practices in Organizational Development*

Whether it's onboarding new employees, learning new technology, practicing sales/service techniques, or building better leaders, your formal and informal organizational development programs help keep your company competitive.

But how do you measure the effectiveness of those programs? What's the best way to show they had the right impact on the right employees, at the right price? And how do you report those results to senior leaders and staff in a way that ensures their support?

This session will expose the flaws inherent in many common employee development programs – including a crucial one inspired by a certain Oscar-winning actress – and the damage they cause for your staff, members, and customers.

We'll turn our focus to time-tested techniques – built with a CFO's brain, 10 key questions, and a 4,000-year-old storytelling pattern – that will revolutionize your approach to organizational development, and learn how they helped one organization add \$700 million in assets in under 10 years.

## LOVE, L.E.A.R.N., AND WET CATS

### *The Power of Unconditional Service*

No matter where you work, your company is devoted to creating loyal customers, members, and employees. To fulfill that commitment through the years has meant that each employee has had to put someone else's needs ahead of his or her own.

It's that type of **Unconditional Service** – service without the expectation of reward, recognition, or repeat business – that fills your employees with lasting purpose.

The first half of this session will show how rare and heroic that level of service is, and how a few small changes in attitude can make it a lifelong habit.

In the second half, we'll deal with the enemy of **Unconditional Service**: the “irate customer”, also known as a **Wet Cat**. These **Wet Cats** can easily turn each of us into difficult co-workers, make us want to tear **Unconditional Service** to shreds, and tempt us to leave the world of service behind.

A simple five-step method called **L.E.A.R.N.** can change all that, though, by helping employees identify the types of **Wet Cats** that strike the most fear in them, and practice the skills in a safe and fun environment.

## TRUMPETING YOUR TO-DO LIST

### *Communicating C-Level Priorities in a Noisy Corporate World*

As a senior executive, you're keenly aware of the production goals and service expectations necessary to keep your company thriving in a challenging economic climate.

But as you share your vision and guidance from the top, your messages are running into stiff competition from powerful distractions that threaten to pull the focus of your staff in other, less productive directions.

This interactive session will give you the opportunity to hear more about the innovative staff communication techniques other executives are currently using to keep their employees focused on the right goals, and for the right reasons. You'll leave with specific and successful practices that immediately benefit the employees you lead and serve.