

Terri Kabachnick

Presentations

Terri's most requested and highest-rated presentations include:

Fist Gotta Swim...Birds Gotta Fly... and people gotta buy!

Turnover, employee dissatisfaction, poor morale and low productivity are not the problem. They are the symptoms of a problem. In a humor and story-filled presentation, Terri teaches the lessons of human nature and its message to executives everywhere.

We can apply the lessons that we learn from business as far as communications within the business--- to customers. They have styles too. There are four basic behaviors and communications styles on both sides of the counter. Recognizing and aligning with them is step one to a successful sale, and an on-going customer relationship.

Perfecting the Human Side of Business

Letter-perfect productivity ? (Think "P" for Participation.) Strong definitions establish expectations. Expectations communicated clearly establishes goals. Defined and shared goals create participation and buy-in among employees. Buy-in-- or a stake in success-- heightens self-esteem. Employees with self-esteem participate. The key to long-term productivity is *Participation*. This powerful keynote customizes the above lessons, examples, and stories to the audience – combines them with humorous audience participation – and delivers a compelling motivating and learning experience.

Leadership In Adverse Times

Today's companies are faced with a dilemma: they have to deliver on promises to customers, employees and shareholders, while keeping a tight rein on costs and improving ROI.

Senior Executives bear the brunt of this dual responsibility. In tough times, the focus on the human element becomes even more important. People will always be the delivery mechanism for sound decisions and customer value. Research shows, however, that "the best and the brightest" are the first to leave when belt tightening results in reduced rewards. Ironically, money isn't always the top reason: getting people to stay is often a low-cost, no-cost proposition.

As businesses fight it out for name recognition and awareness, maintaining the "brand" of the business takes on a new importance... as does the role of a company's human resources.

Competition requires action. Leaders have to adopt a focus on execution as well as planning. Getting people "fired up" can't take too much of a manager's attention. Inspiration and motivation comes from the confidence that a company-- and its people-- are getting results.

"Incremental Leadership" is the key to leadership during turbulent times. By working with successful leaders, Terri has defined 11 common attributes that today's leaders all possess.

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There may be many different leadership styles, but these 11 core factors are a constant. Find out what they are, and how they can strengthen the company behind the brand.

You Can Put Your Boots In The Oven – But It Ain't Gonna Make 'em Biscuits

No amount of training can change behaviors, beliefs, and values – the intrinsic components of quality service and satisfaction. Here's an interactive and fun-filled presentation on cooking up sales success through a proven process of profiling and matching people to positions.

Stop Hiring People Who Don't Want to Work For You

For most companies, the single biggest expense is payroll. Employees are a big investment. Unfortunately for too many organizations, the investment fails to generate the returns expected. As more and more competitive companies realize that their people are the key to customer satisfaction, they are coming face-to-face with persistent problems in this critical success component.

Breakthrough strategies-- not the same old lecture-- brings this issue to life. Role playing, case studies and anecdotes make this presentation a winning mix of information and inspiration.

Today's Workforce In Quiet Rebellion

They want their problems solved by the first person they contact. They want information, support and involvement. You can't get satisfied customers when they come in contact with dissatisfied employees. Satisfying employees isn't a matter of giving them everything they want. It's not a matter of money. Of benefits. Of constant motivation. Or pressure to perform. It's a question of knowing who they are. What they believe. Reinforcing the natural skills they already have. And matching the right skills to the right job.

Turning The Tide On Turnover

Turnover. It's wonderful for breakfast, but it's become a steady diet for too many businesses. It's expensive. It's frustrating. Time consuming. Wasteful. But companies can't seem to stop the revolving door. In an interactive, how-to style, Terri provides solutions and take-home actions.

Discovering The DNA of Performance

Matching individual behaviors, beliefs and values to your company and to the position. Participants walk away with a real-life understanding of how they can engage employees on a level that brings about real and lasting improvements in productivity.

Customers Don't Care Who Runs Your Company

Determining the success probability of future and existing employees is one of the greatest financial challenges facing businesses today. Using no "techie-talk", Terri discusses and demonstrates breakthrough technologies used by successful companies that combine hiring assessments with skills development software to minimize hiring risks, boost productivity, and provide a greater return on your people investment.

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Value Differences...at Work and at Home

Terri teaches how successful business communication methods can be utilized at home to resolve conflicts and improve day-to-day relationships.

With partner, [Ken Banks](#), Terri present the following:

Vision and Leadership with Totalbrand Integration

Companies that experience high employee turnover also experience high customer turnover.

In our extensive research of companies that were successful prior to 9/11, we have discovered that these companies continue to avoid both. How?

Despite the events of the past year, despite a sagging economy, despite a consumer jaded by all of the retail competition, some companies continue to perform successfully. These companies were strong a year ago because they had developed a relationship with their customers that is strong enough to keep them coming back. At the same time, other stores have struggled and keep blaming outside factors for their weaknesses.

In this presentation, Ken Banks and Terri Kabachnick will take a look at what it takes to develop a brand loyalty for their stores and an action plan on how to get there. They will see why stores are a discretionary choice by consumers and what it takes to be on the top of the shopping list everyday. Attendees will get practical insights into the factors for success, as well as real life stories on keeping loyal customers, (supported by data that helps make the case.) Implementation is a matter of five critical steps: what they are, and who is responsible for putting them in place.

The Secret to Keep Customers Coming Back – Instead of Struggling to Survive

Stores that have developed relationships with their customers continue to perform successfully, despite consumers jaded by the volume of retail competition and influenced by world events and the economy. How do winners get their customers to keep spending at their stores? This session will provide an in-depth look at the factors that make these brands click every day with consumers. We will look at success stories of companies such as Kohl's, Costco, Pier 1 Imports, and international retailer, Cortefiel S.A.

Improving Employee Productivity---It Starts at Home!

Training programs, in-house seminars, employee counseling--these are all important tools for getting your employees to live up to perform better. Yet, most of the productivity problems are the result of family and personal problems that aren't solved with another program. To help the employees you have to help them understand themselves and their family better. There is a way and in this presentation, we describe a system and the tools to help employees and their families resolve their differences--with their employer's help.