

OPERATION IMPACT

The Operation Impact program was designed specifically to address the daily struggles of the frontline manager. Bob, using real-life examples, breaks down complex concepts into simple strategies. His engaging, often humorous stories provide insight for improvement at every level of the organization. The seminar can be customized to fit a half-day or full-day format and is designed as an interactive, hands-on program.

Takeaways for your team:

- How to Chase Greatness everyday
- How to identify and utilize LeaderStyles® to improve employee effectiveness
- A simple yet effective Calibration Coaching® method that will impact behavior
- How to Prioritize with a Passion
- How to refocus relationships by Leading With Your Heart®

As a popular speaker and highly regarded consultant, Bob Furniss has guided thousands of frontline managers to improve their personal – and team – performance. Bob is part of an elite group of independent consultants who have earned a certified associate designation from the International Customer Management Institute (ICMI). He is a member of the National Speakers Association (NSA) and has authored two books. His most recent, “Ideas at Work – Powerful Ideas to Transform Your Contact Center” has been called a “simple read with powerful impact” by industry critics.

“Yours was by far the greatest presentation I’ve ever seen (outside of a Willie Nelson concert), and I’m absolutely thrilled that I was able to be there. I took more away from those few hours than I have from all of the seminars, workshops, presentations, and conferences I’ve ever attended. There is buzz in this building today about Bob!”

Debra Mathieu
Blue Cross Blue Shield of MA



OPERATION IMPACT

was created by industry thought-leader Bob Furniss to transform frontline leaders and provide them with the tools they need to succeed at work – and in life. Bob’s “in-house” seminar is designed to impact service across the organization.



Video online at www.bobfurniss.com

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Workshop Takeaways

Chasing Greatness

What does it take to become a great manager? Drawing from the best practices of leaders like John Maxwell and Colin Powell, and customer-focused companies like Disney and Starbucks, Bob has developed an inspirational message that will challenge your managers to re-engage with their teams in a whole new way.

LeaderStyles[®]

Your managers will begin to lead on a whole new level. Frontline managers need this information to succeed in today's "me first" working environment.

Calibration Coaching[®]

It's time to make a choice to get serious about coaching. Bob's proven Calibration Coaching methodology will dramatically change the way your leaders manage their teams.

Prioritize the Passion

In a world driven by "crack-berries" and Outlook schedules, how do managers prioritize their lives to meet designated metrics without losing the vision of why the metrics were created in the first place? Bob's time prioritization program will give managers the focus that they need to succeed.

Lead With Your Heart[®]

Research shows that this generation wants to "belong" and feel valued at work. How can your team feel valued if frontline leaders don't really know the employee's passion? Bob will share his Relational Leadership Quiz and challenge your leaders to know more about their people. He will share his methods of building relationships that make an impact... for your team and for life.

"The way you delivered the message...with passion, integrity, sincerity, and emotion was of great inspiration to me. The section on the power of helping an employee, friend, relative, colleague, etc. while they are struggling was simply moving."

Scott Klene
Director Of Sales Operations,
Nelnet - Consumer Solutions



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