Laurie Guest is a Certified Speaking Professional (CSP) and owner of Guest Enterprises, the speaking, training, and education firm she founded two decades ago to rid the planet of uninspired customer service and ineffective teams. Not to mention unproductive thinking and behavior.
Laurie doesn't waste time "admiring the problem" or pontificating with rationale no one can relate to. She is known for jam packing her programs with usable information, clear action steps and tangible tools people can put to use right away in the real world. Plus, she's funny. Laurie is masterful when it comes to delivering the right mix of cut-to-the-chase content, humor and audience interaction.

After a successful career in health care, Laurie now brings 25-plus years of experience to clients who include associations, healthcare organizations, medical practices, small business, municipal groups, and financial institutions. She was an award winning customer service columnist for a health care journal, and the author of the book *Wrapped in Stillness, A Personal Retreat Guide.* As a CSP, Laurie is one of only 247 women worldwide to have earned the designation awarded by the National Speakers Association and Global Federation of Professional Speakers.

Laurie lives in Northern Illinois is a wife, mother of two teenagers and a below average cook.

MOTIVATIONAL KEYNOTES

Life in the Espresso Lane

How to Be Smooth, Bold and Balanced In a Fast-Paced World

What if you could give yourself an instant pick-me-up by a simple change of thinking – even in stressful times? If you find yourself zapped after encounters with customers or coworkers, this course offers simple yet powerful ways to instantly become engaged, motivated, and energized. You will learn practical mental "lattes" – ideas you can serve yourself any time you need to get your perk on!

This fast-paced, fun, interactive program will give you the tools to blend your own energizer. You will leave with new pep and excitement for the day. After you savor her "cup of sanity" once, Laurie's humor and wisdom will make you want to drink in her ideas daily.

Attendees learn:

- One action to become indispensable at work
- Behaviors to positively stand out from the pack
- The best way to build rapport with others
- Ideas to achieve personal balance in life

Humorous keynote. Designed to set the tone of a meeting, build energy and enthusiasm in the workplace. Can be easily customized to meet your objectives.

Are We Having Fun Yet?

Communication and Teamwork is More Than a Game of Chance

Is your team overdue for a fun, laugh-while-learning experience? Wouldn't it be nice if you could also get them reacquainted, re-energized, and recommitted to your organization's goals? Heck, while we're at it, why not throw in improved personal interactions and a morale boost?

During this customized, game-style program, audience members work together to build better communication and teamwork skills. The session is both enjoyable and highly interactive.

Attendees learn ways to:

- Improve communication between all types of team members
- Build better internal and external rapport
- Create a fun environment and lasting workplace relationships
- Build a team that withstands myriad daily stressors

Original interactive game is included with this program. A specific room set-up is required and a discussion in advance with the meeting planner on the outcome of the game is important. This program is a perfect match for those who want small group discussion and lots of interaction between audience and presenter.