



CAPITOL CITY SPEAKERS BUREAU

We help you thrill your audience!



Phillip Van Hooser, MBA, CSP, CPAE

Travels from: Kentucky

Fee Range: \$7,501 - \$10,000

Since 1988, Phillip Van Hooser has spoken, written and consulted on leadership and customer service issues worldwide. From his experience as a manager for Fortune 500 heavy manufacturing and consumer products companies and a director for a locally owned community bank, Phil knows firsthand the methods that equip executives and managers to lead their people more effectively and serve their customers more successfully.

Phil's popular customer service book, *Willie's Way: 6 Secrets for Wooing, Wowing and Winning Customers and Their Loyalty*, and his management training system, "The Leadership Journey," have been used by corporations across the U.S. to help their people become more successful leaders and service professionals.

Phil's 800 plus clients and their unique organizational circumstances have afforded him a diverse array of leadership and customer service case studies from which to learn. Van Hooser wraps this multi-layer experience into customized keynote presentations, training courses and personalized coaching sessions for his clients -- and when his strategies are implemented, organizations and individuals:

- experience lower turnover rates and higher productivity
- enjoy improved management/employee relations
- crystallize organizational vision into action
- manage change efficiently and maximize the opportunities it brings
- understand how to motivate today's "new breed" of employee
- communicate successfully with co-workers, superiors and customers
- develop a renewed spirit for serving their employees and customers

Each year, Phil teaches thousands of executives and managers how to become the leader to take their organizations to new levels of success and profitability. His domestic and international audiences include P&G Pharmaceuticals, BlueCross BlueShield, Lockheed Martin, KPMG, Verizon, Wells Fargo and El Nacional.

A longtime member of the National Speakers Association, Phil has earned NSA's Certified Speaking Professional designation and he currently serves as President of NSA. A member of the Speaker Hall of Fame, Phil resides in Princeton, Kentucky.

Most Requested Programs...

- Transformational Leadership
- Commandments for Leaders
- Cardinal Sins of Leadership
- We Need to Talk: Building Trust When Communicating Gets Critical
- Building Work Teams that Work
- 6 Secrets of Service Professionalism