

A close-up portrait of a middle-aged man with dark, wavy hair, smiling broadly. He is wearing a dark suit jacket over a light blue and white striped collared shirt. The background is a plain, light blue color.

If you would like a custom
program for your
organization contact:

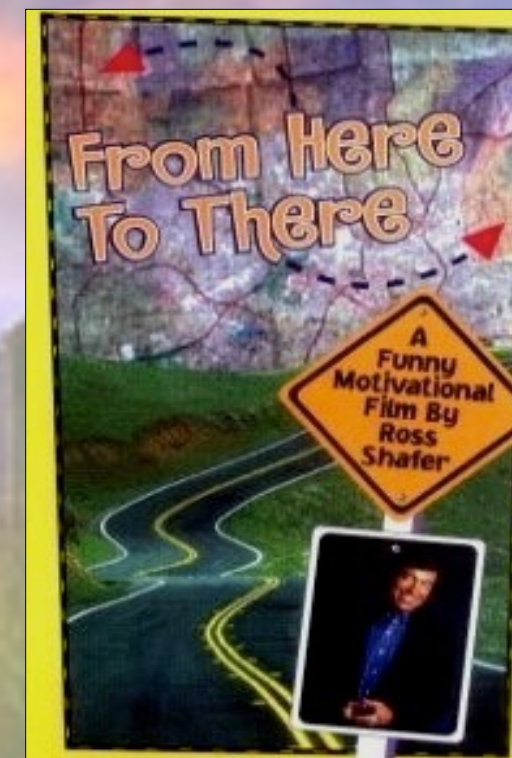
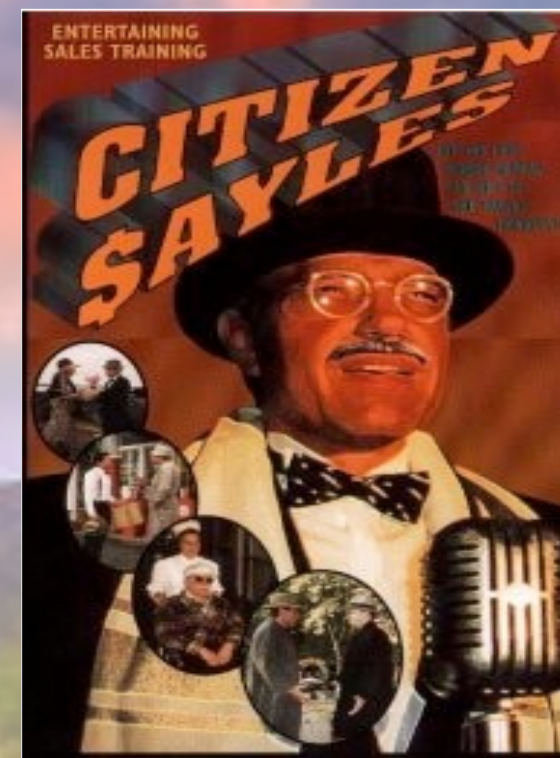
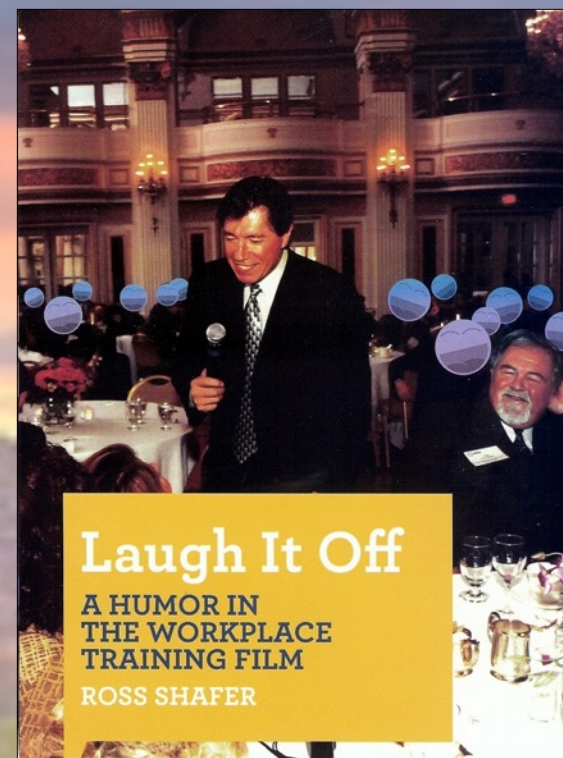
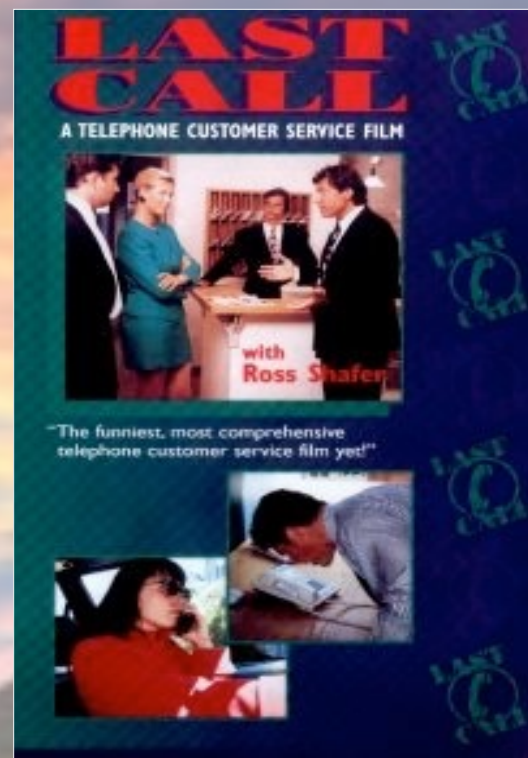
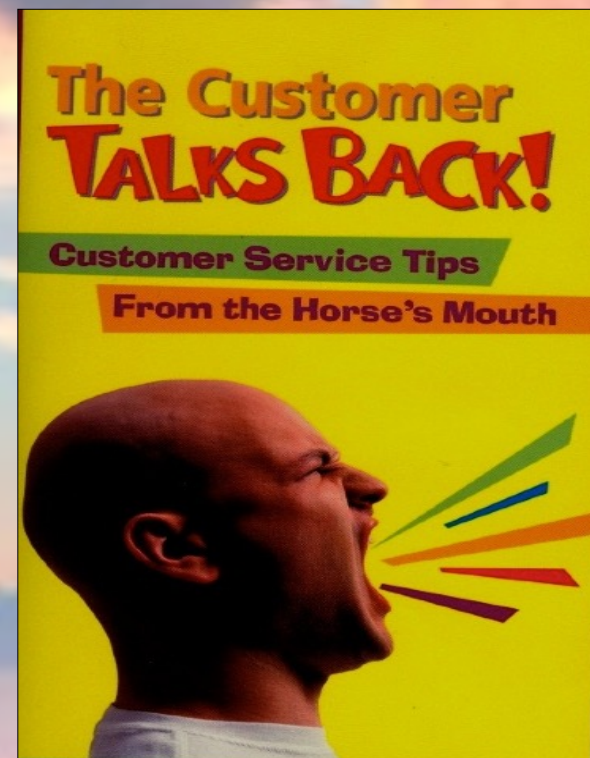
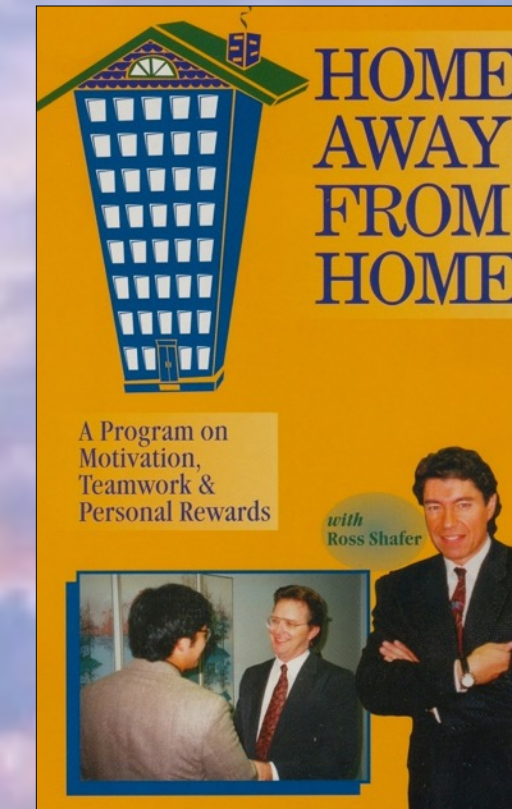
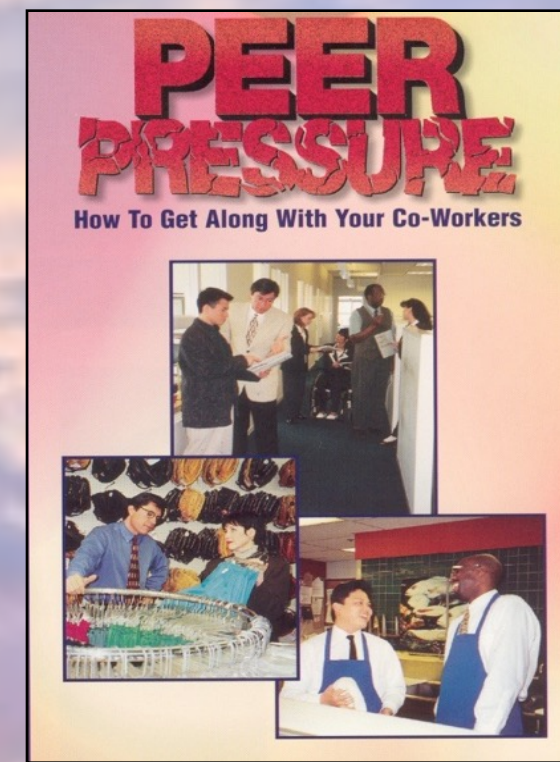
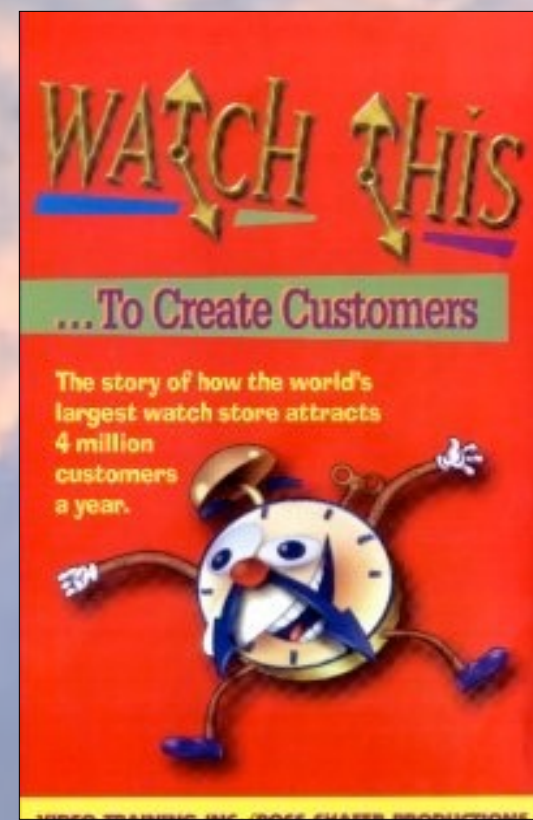
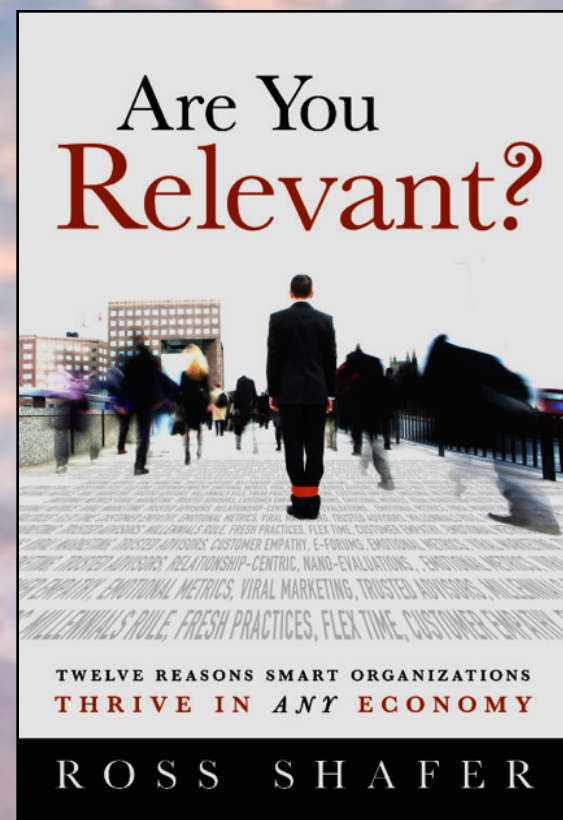
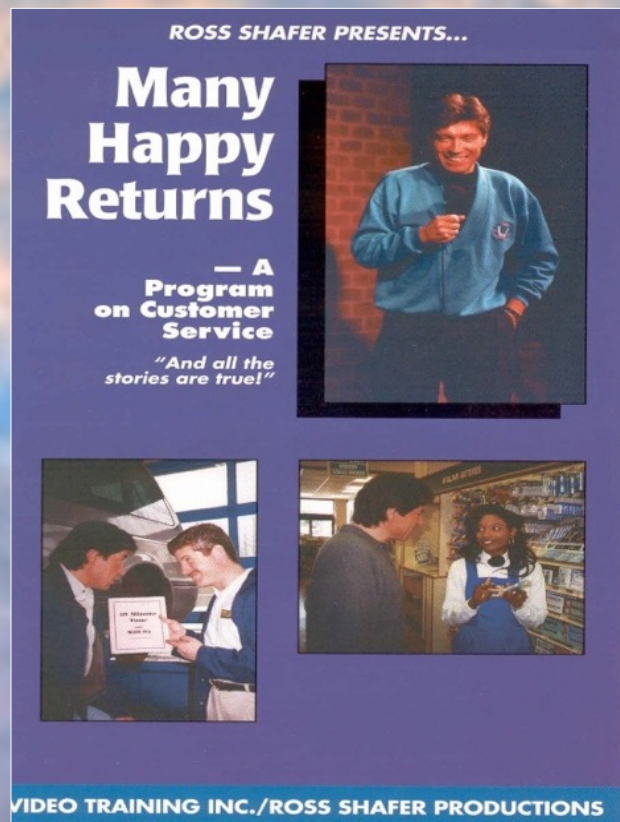
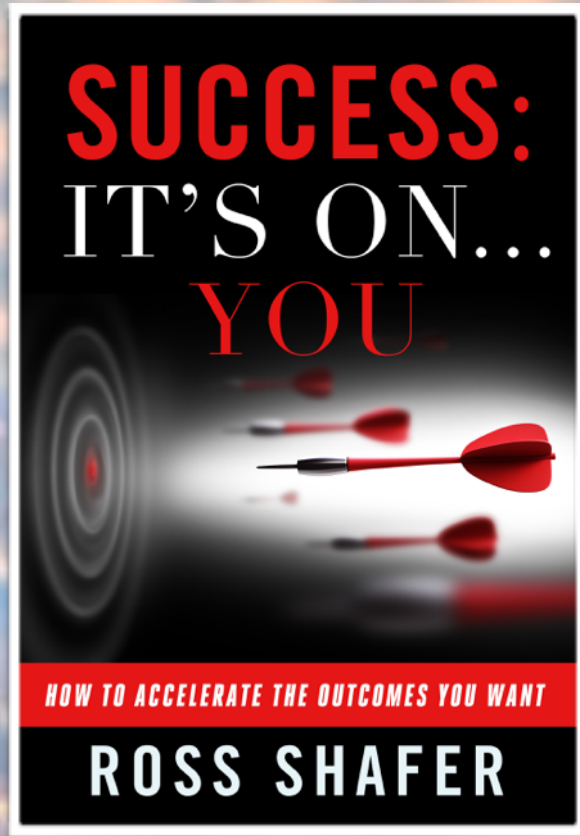
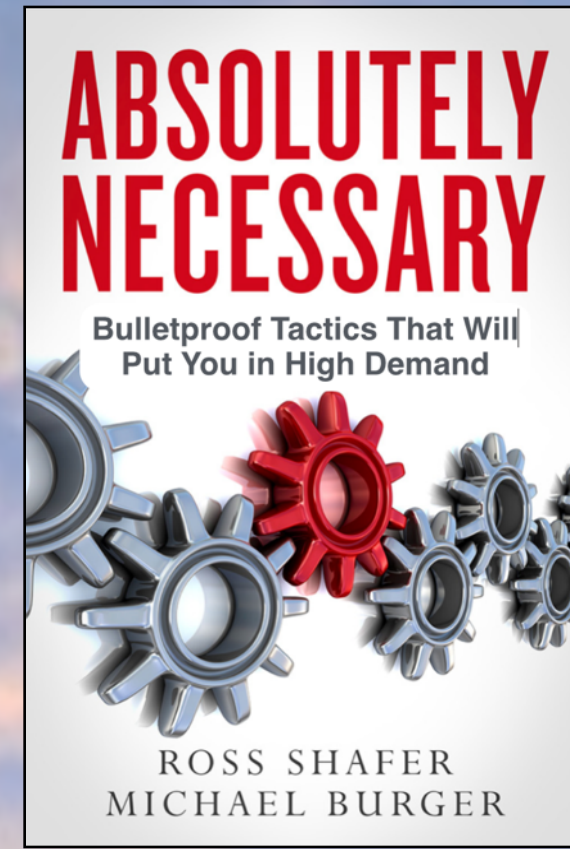
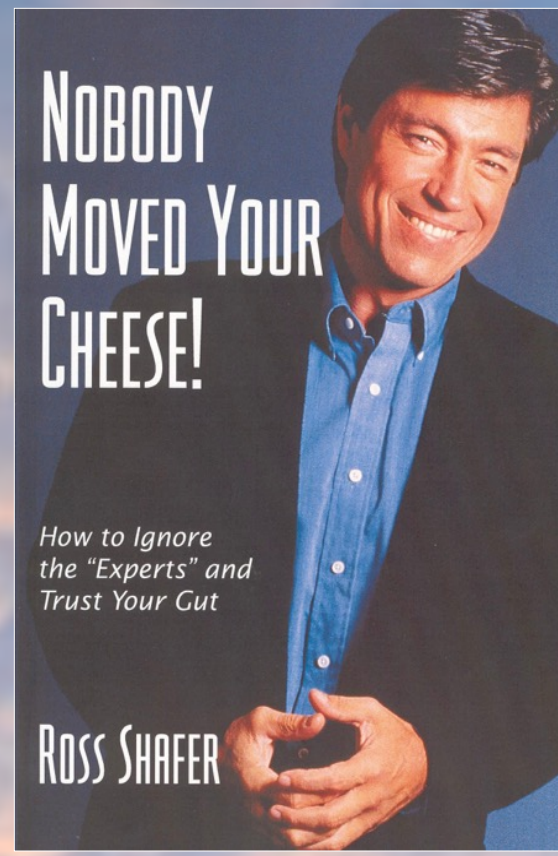
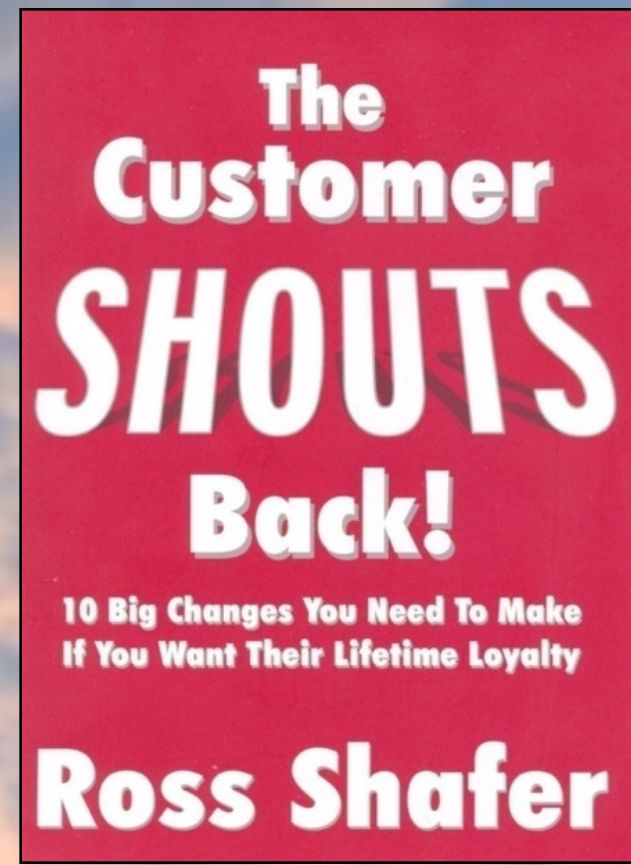
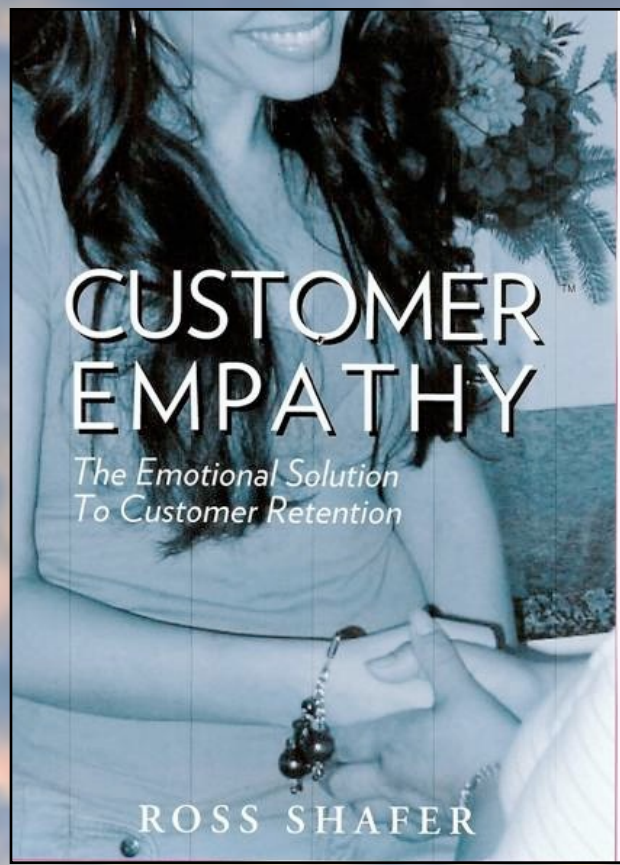
Helen@SpeakerManagementLLC.com

I-910-256-3495

ROSSSHAFFER

A vibrant sunset or sunrise over a desert landscape. The sky is filled with large, dark clouds illuminated from below by the sun, creating a mix of deep blues, oranges, and yellows. In the foreground, several tall saguaro cacti stand against the colorful sky. The background shows a range of low mountains under the twilight sky.

Relevant Companies 'Behave Like Startups'



SUCCESS: IT'S ON... YOU



HOW TO ACCELERATE THE OUTCOMES YOU WANT

ROSS SHAFER

THE CURE FOR CREEPING COMPLACENCY

BEHAVE LIKE A STARTUP

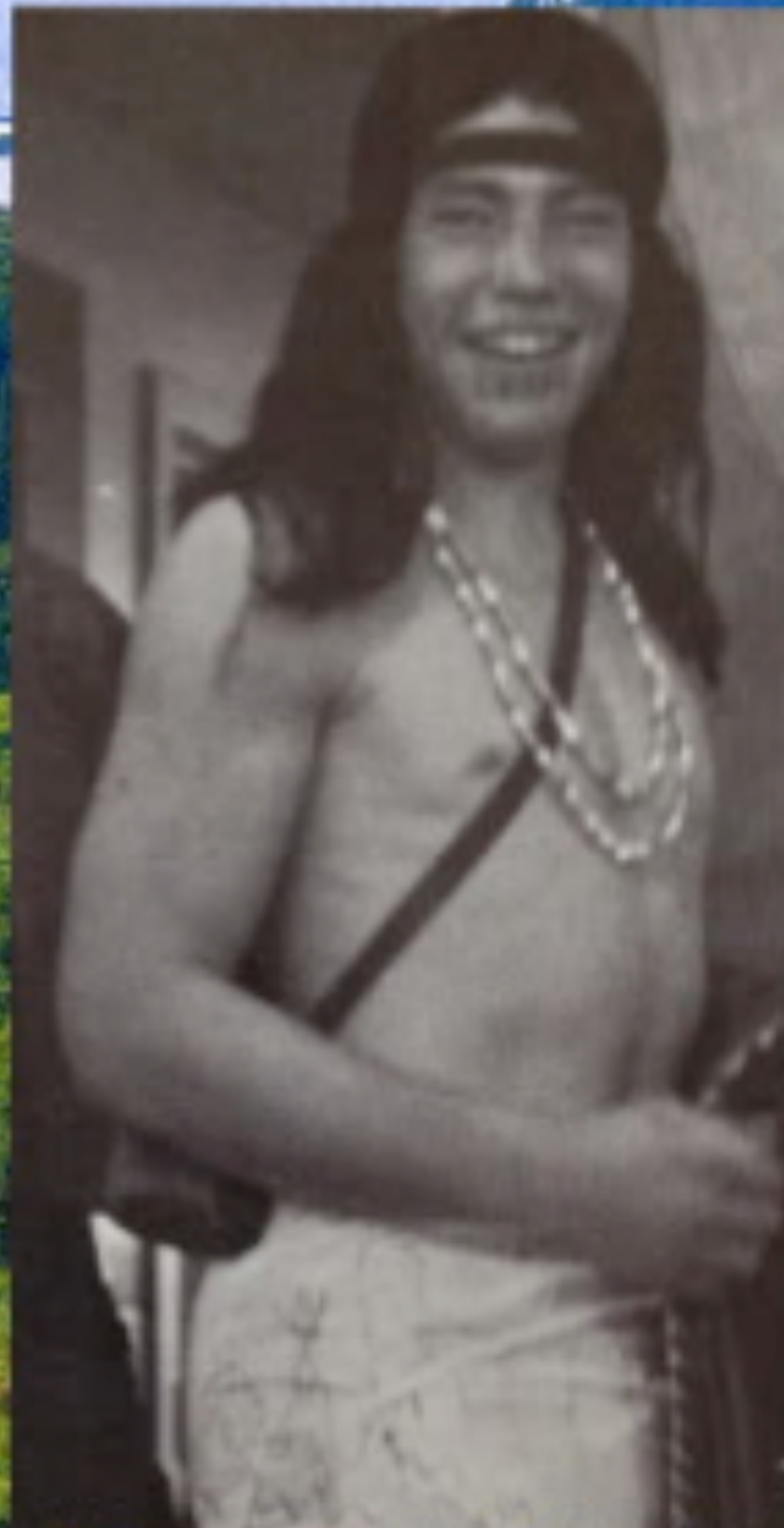


ROSS SHAFER

What I'm NOT...



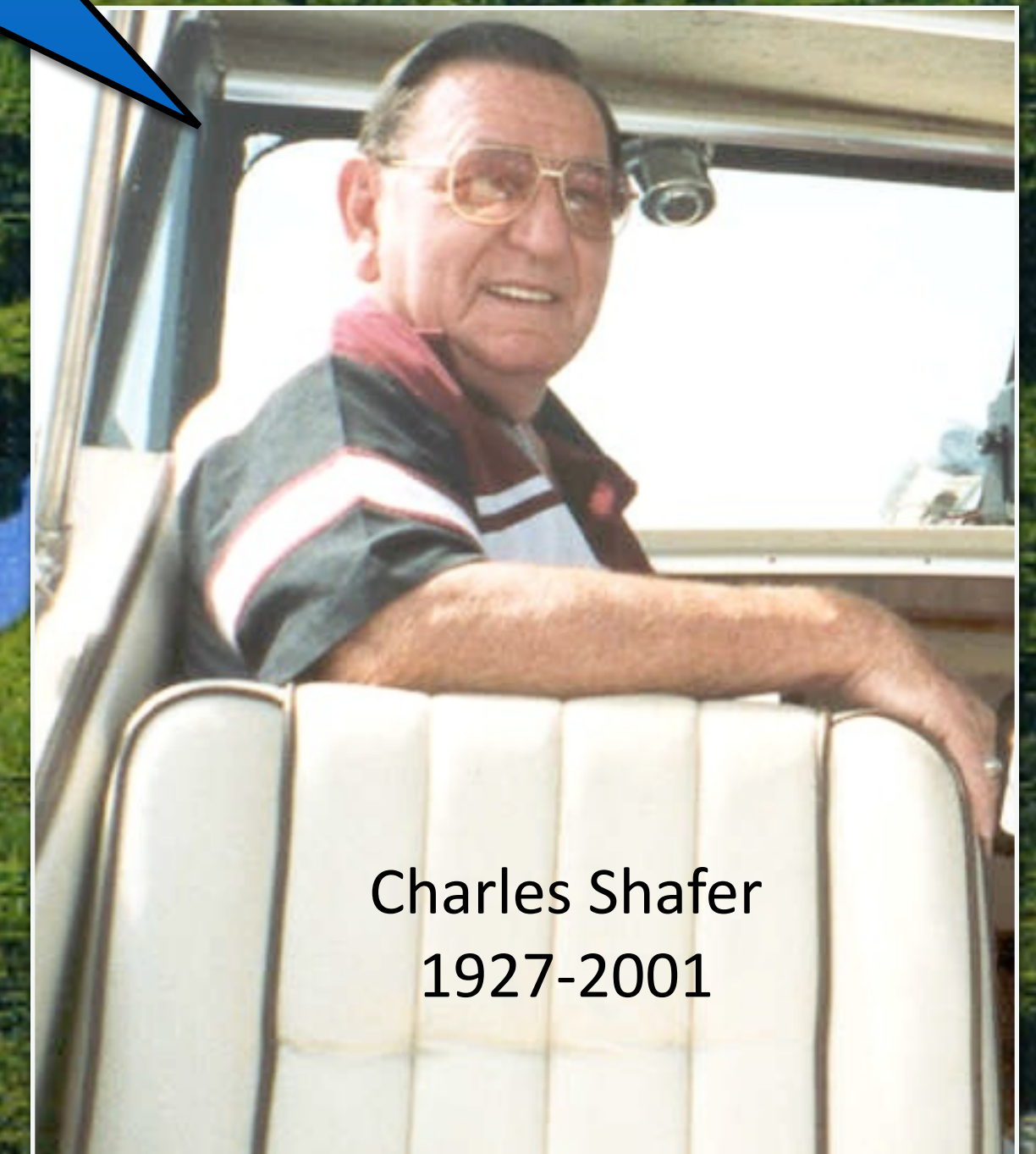
*“Don’t wait for me
to tell you
how to be successful.”*



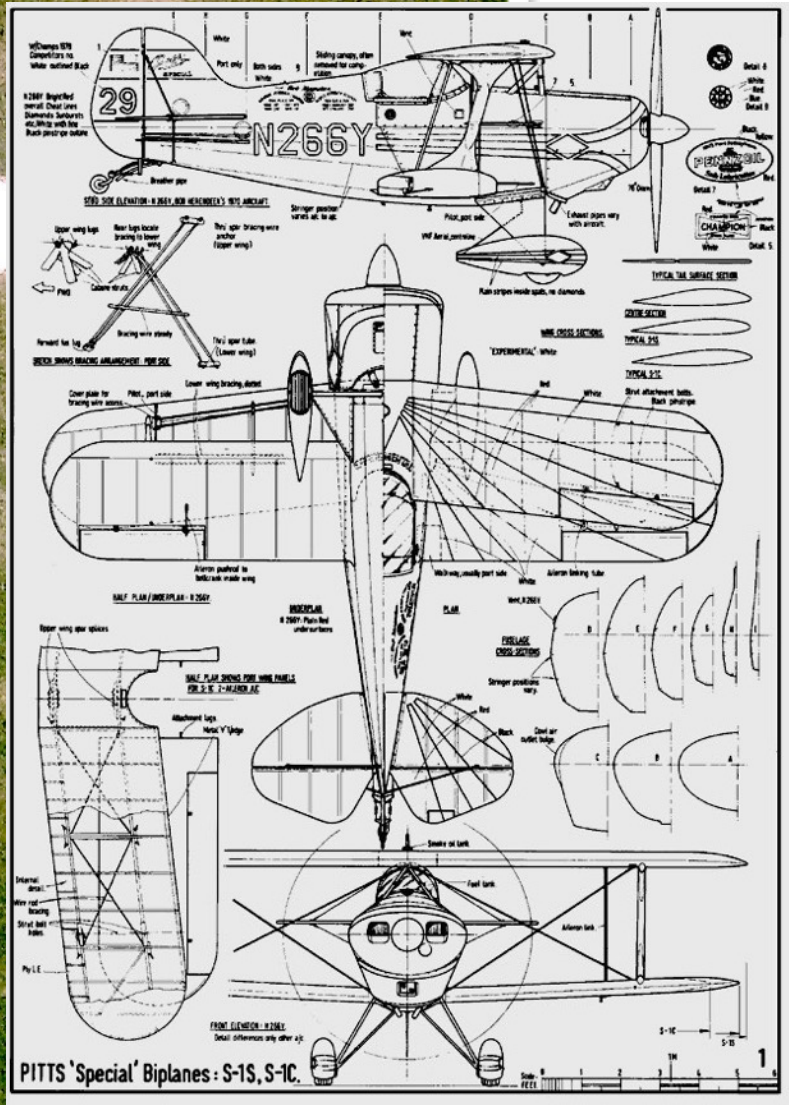
Blackfoot Nation

Chemeketa Reservation land
(Salem, Oregon)

Puyallup Indian Reservation
(Puyallup, Washington)



Charles Shafer
1927-2001



“You can create anything when you have a blueprint.”



Maiden flight - May 1971



“Fear is the enemy of success.”

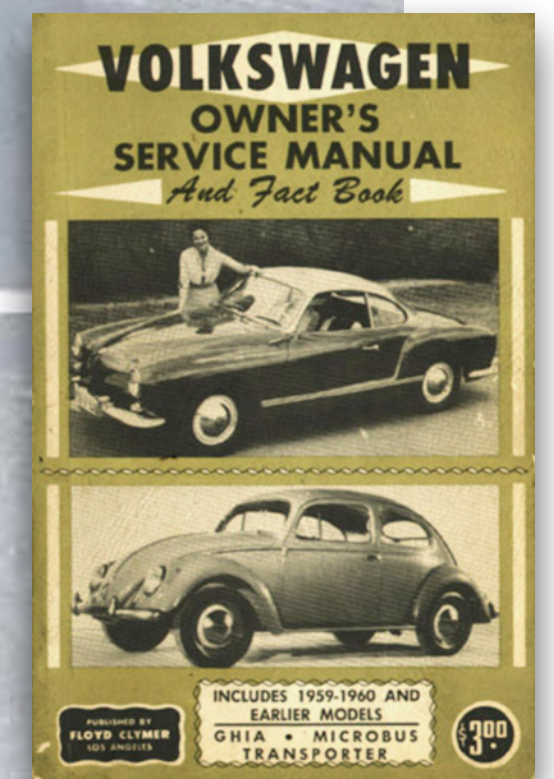
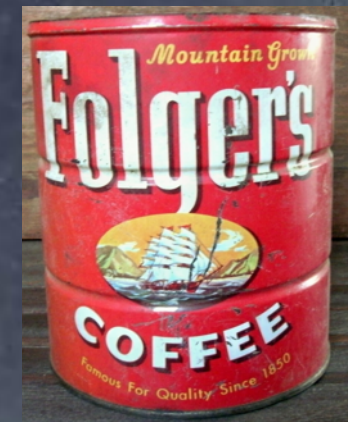
Chuck Shafer



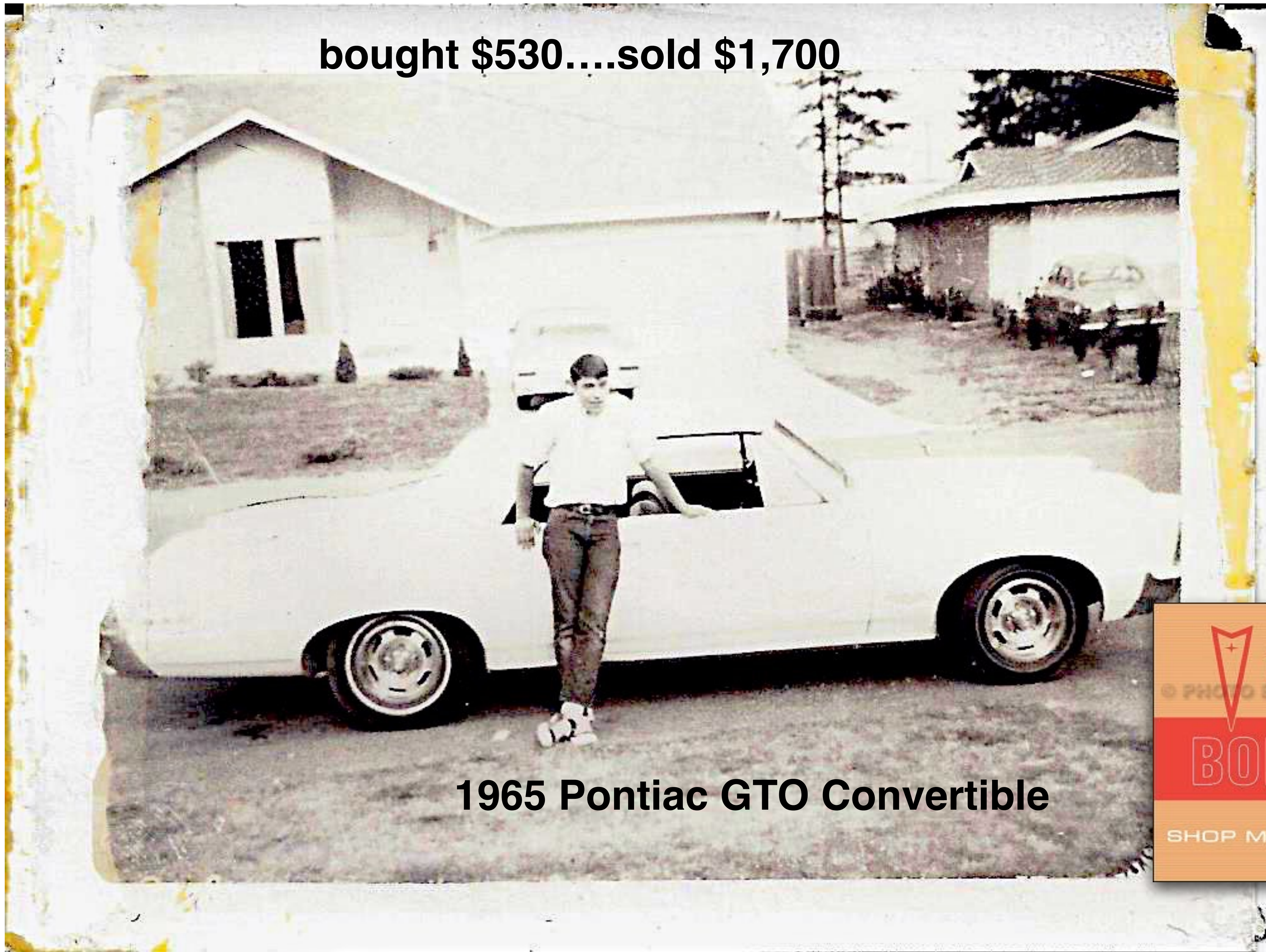
1961 Karmann Ghia

bought \$25.....sold \$450

age 14



bought \$530....sold \$1,700



1965 Pontiac GTO Convertible

1965
TEMPEST
GTO

BODY

SHOP MANUAL

Ferrari 308 GTS - bought for \$9,800



sold for \$38,500



bought for \$4,800

age 17



sold for \$17,500



sold \$360,750



bought \$178,000



University of
Puget Sound
NCAA Division-2



UNITED STATES BANKRUPTCY COURT Western District of Washington

Honorable Brian D. Lynch, Chief Judge | Mark L. Hatcher, Clerk of Court





Age 22

Explaining things the easy way!

How to Start a Pet Shop (retail) Business

Advancing Beginners

The Beginners Guide Volume 1



Sam & Enrico

Sam & Enrico



Restaurants/Food Service



Retail Clothing



Photography & Product Marketing



Building Industry



Manufacturing

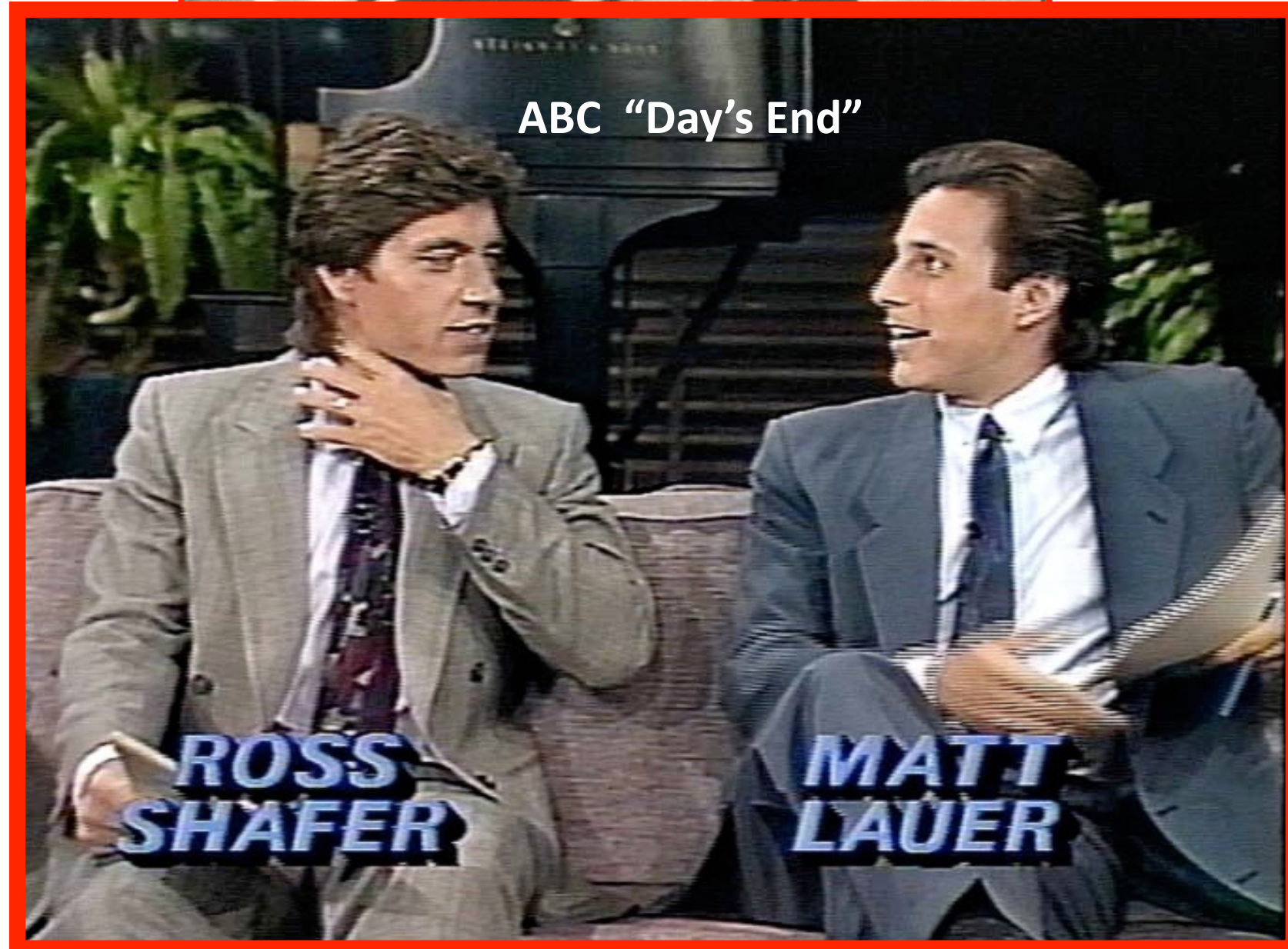
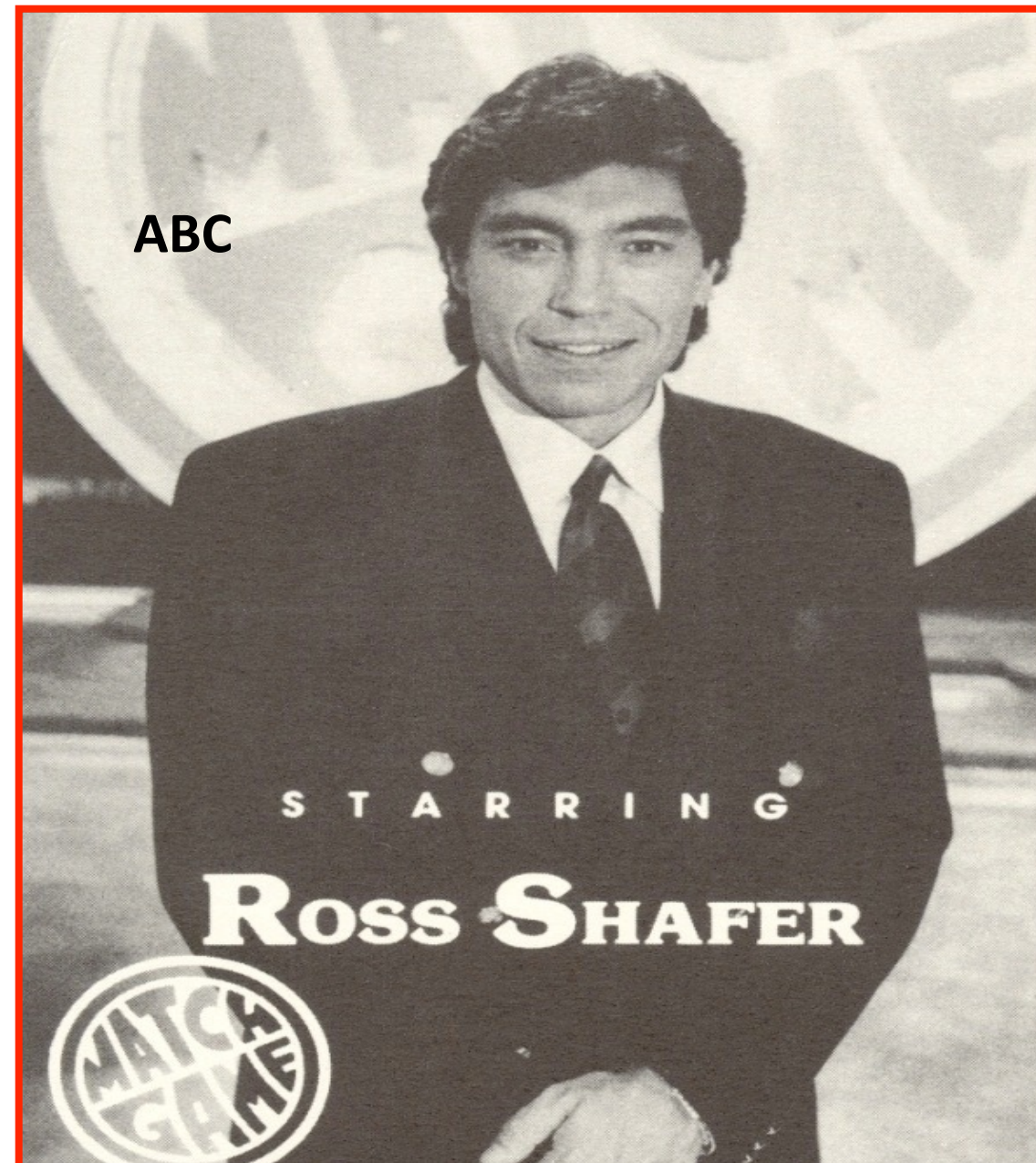


TV & Film Production

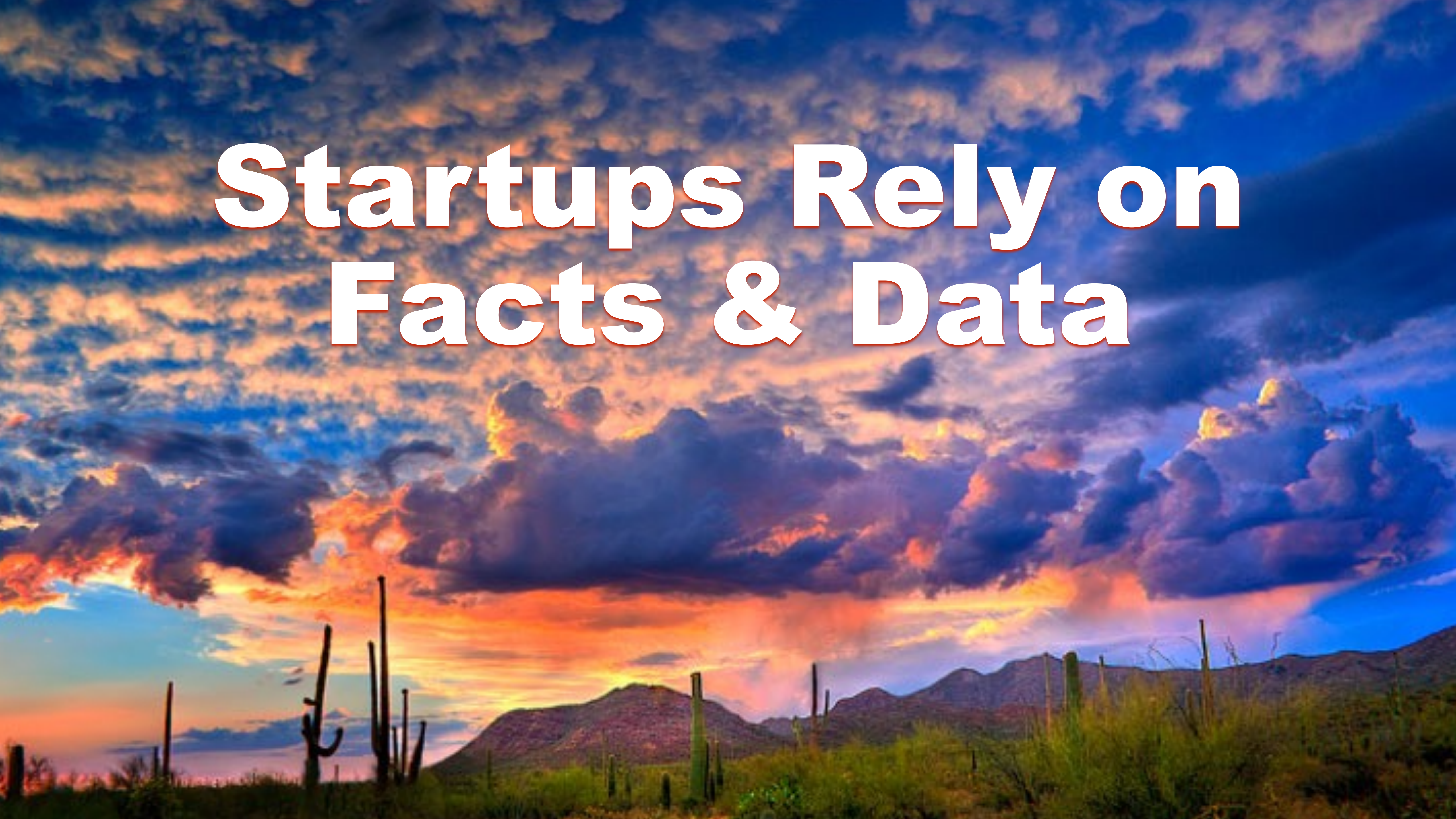


THE ICE CREAM SHOP





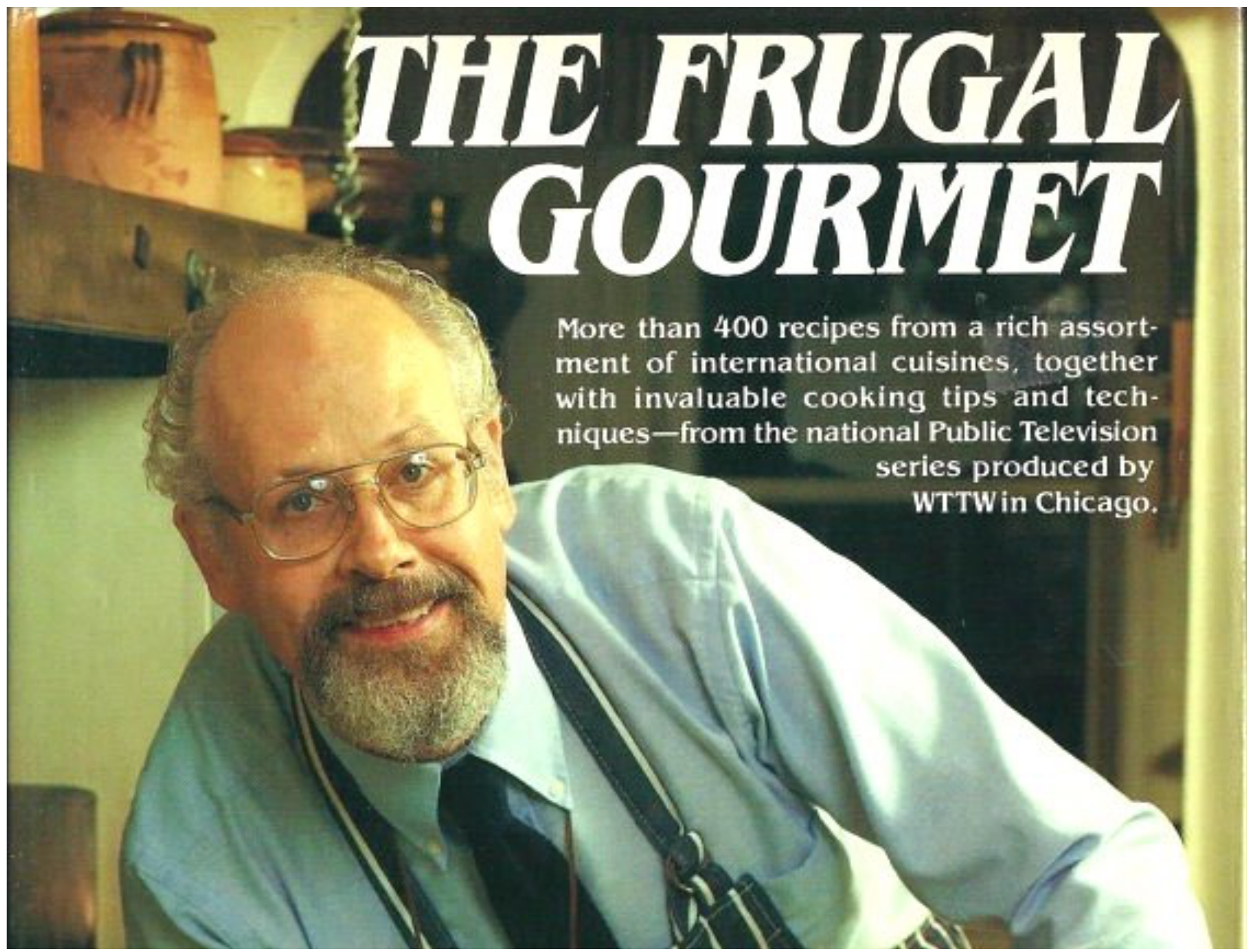
Startups Rely on Facts & Data



The Galloping Gourmet

THE FRUGAL GOURMET

More than 400 recipes from a rich assortment of international cuisines, together with invaluable cooking tips and techniques—from the national Public Television series produced by WTTW in Chicago.



"If you're afraid of butter, use cream."

-Julia Child

COOK-LIKE- A-STUD

* 38 lip smackin' meals men can prepare
in the garage ... using their own tools!

Foreword by
JEFF "THE FRUGAL GOURMET" SMITH

Ross Shafer





Ryan
Shafer

Brace Yourself...



*Qi GONG

**HEALING FOODS*

***SOUND & HARMONY**

***GYROTRONICS**

***EUPHORIA RITUAL**

*ACUPHORIA

*CLAIRVOYANT READING

*GENOLOGY


***ANGER & HEALTH**

**SOUL JOURNEY*



Startups Use Big Data to Enhance Customer Artificial Intelligence

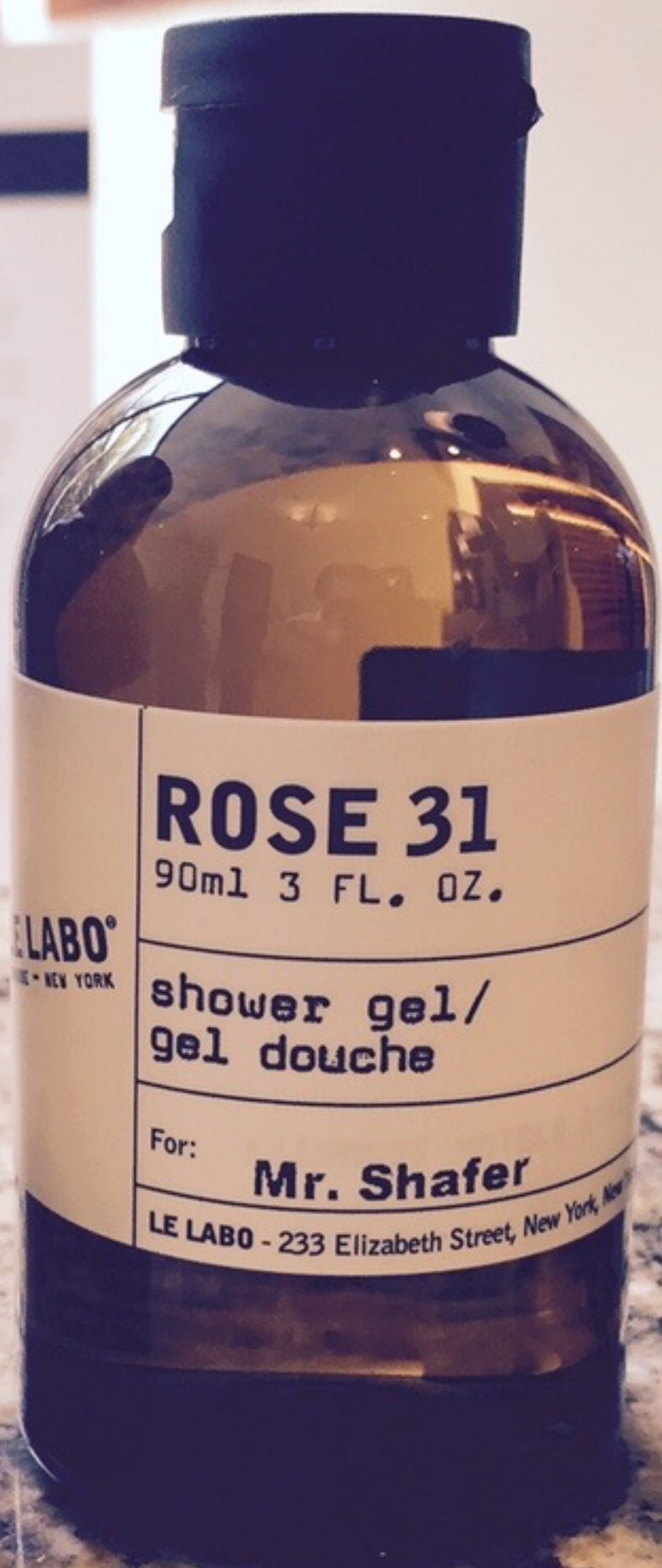


A vibrant sunset over a desert landscape. The sky is filled with dramatic, colorful clouds in shades of orange, yellow, and blue. In the foreground, several tall saguaro cacti stand against the horizon. The background features rolling mountains under the twilight sky.

**Startups Believe
Every Team Member
Can Contribute**



Fairmont Mayakoba - Cancun, MX
“Where Our Brand is You”

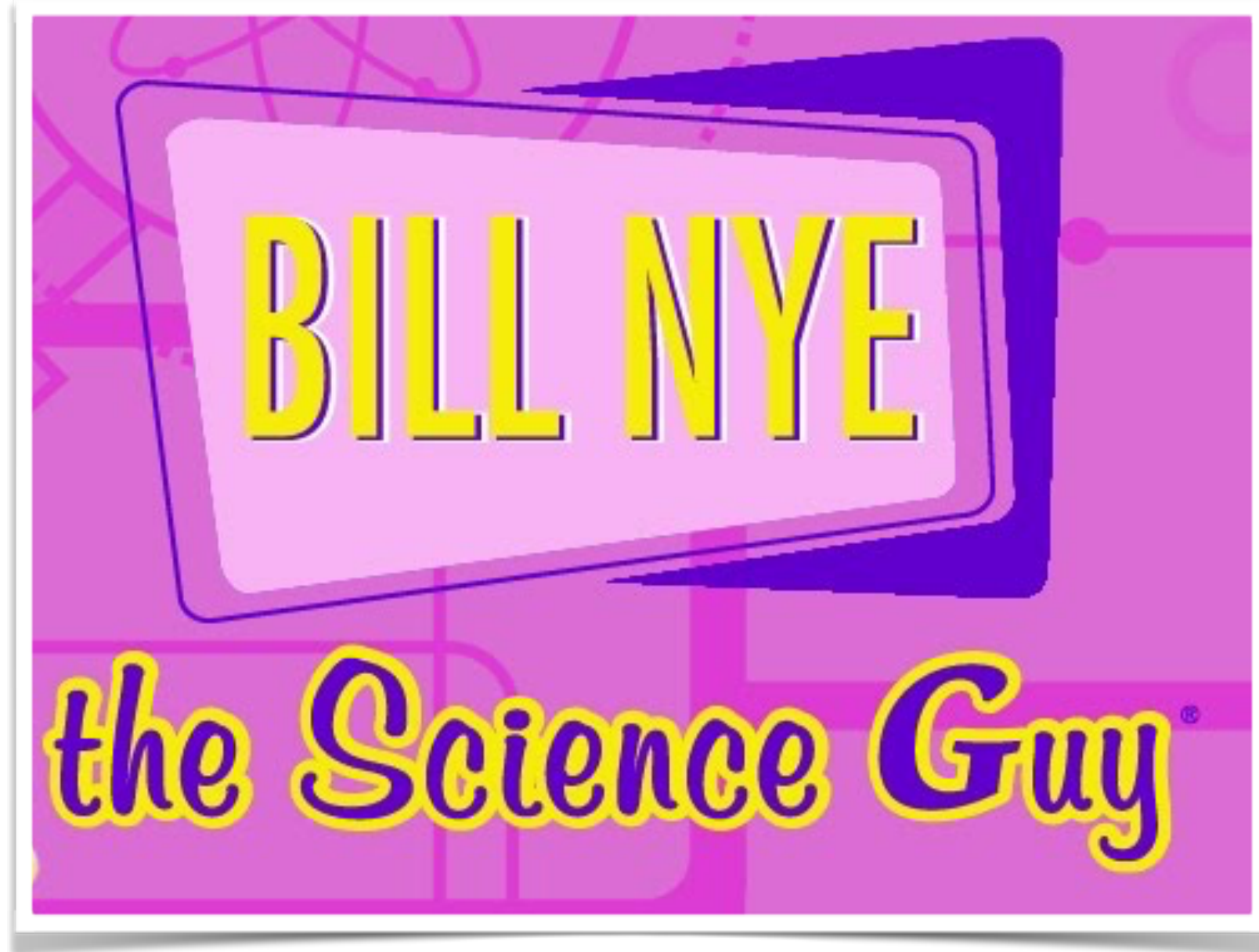




Park Hyatt Aviara
Carlsbad, CA.



Rachel's Idea



Indulge Your Most Important Customers



Women Buy Everything!

93% of OTC Pharmaceuticals

92% of Vacation & Business Travel Decisions

91% of New Homes, Remodels, & Building Design

91% of Family Apparel (74% of men's clothing)

90% of Consumer Electronics (TV's, phones, tablets, computers)

89% of Higher Education Decisions

89% of Insurance, Investment Services, Bank Accounts

87% of Office Expense Decisions at work

86% of I.T. Infrastructure Decisions at work

85% of Pet ownership (mean income \$65,000)

80% of Healthcare & Dental decisions

73% of New Cars --- (45% of Light Trucks & SUV's)





She-Commerce

“Women over 50 currently control \$19 trillion in Net Worth...**3/4** of the entire U.S. Financial Wealth.”

And Female Wealth is Growing...

“By 2020, women will control between \$30-\$40 Trillion in U.S. consumer wealth.”

“92% of women will share information re: quality and value to an average of 21 other people.”



(not counting social media)

**Startups Know They
Must Eliminate
“Customer Friction”**



R O S S S H A F E R

**THE ESSENTIAL BLUEPRINT FOR
BOOSTING CUSTOMER SCORES**

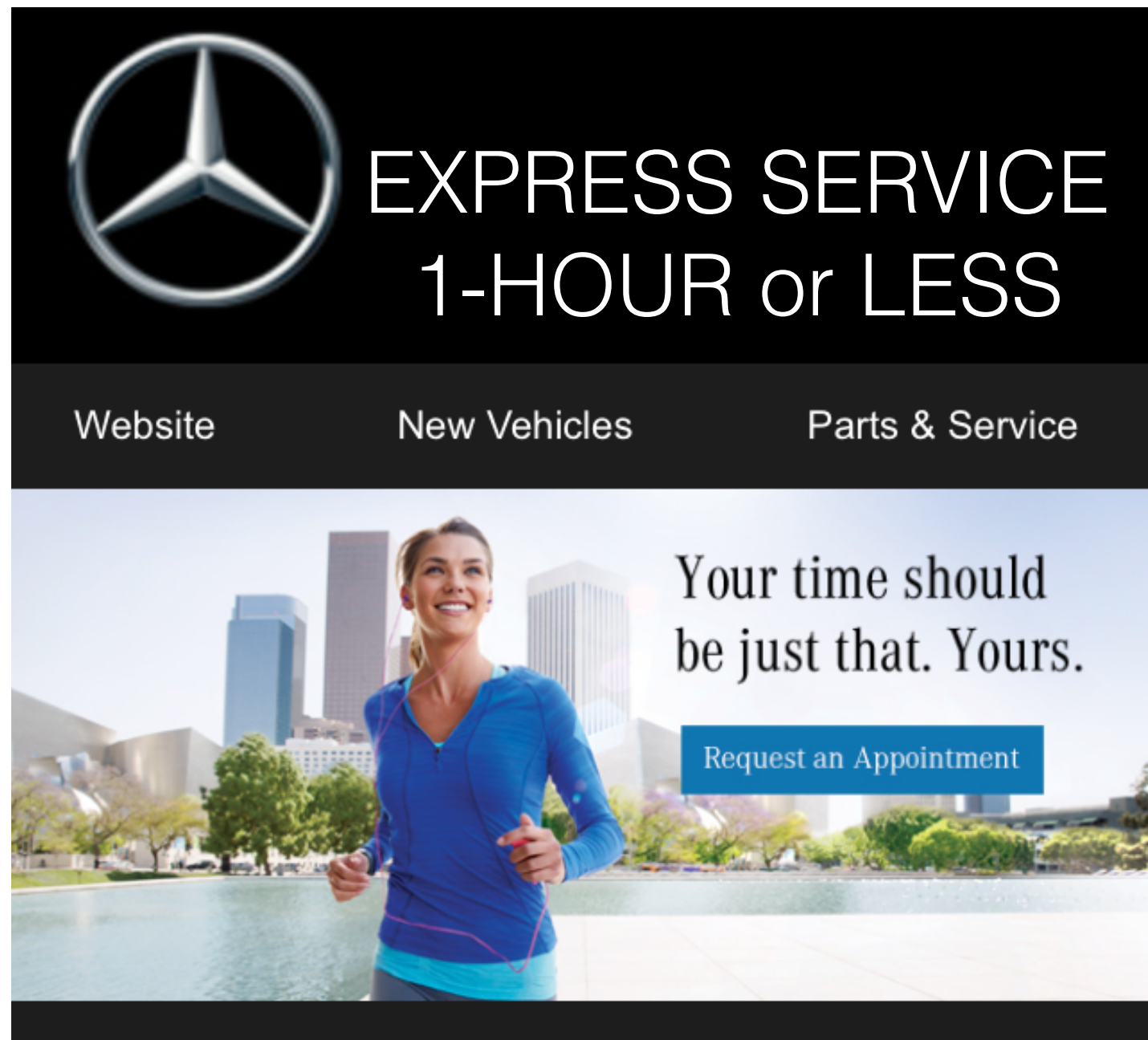
NO MORE


CUSTOMER

FRICTION



I WANT TO SAVE TIME. I WANT MAXIMUM CONVENIENCE.

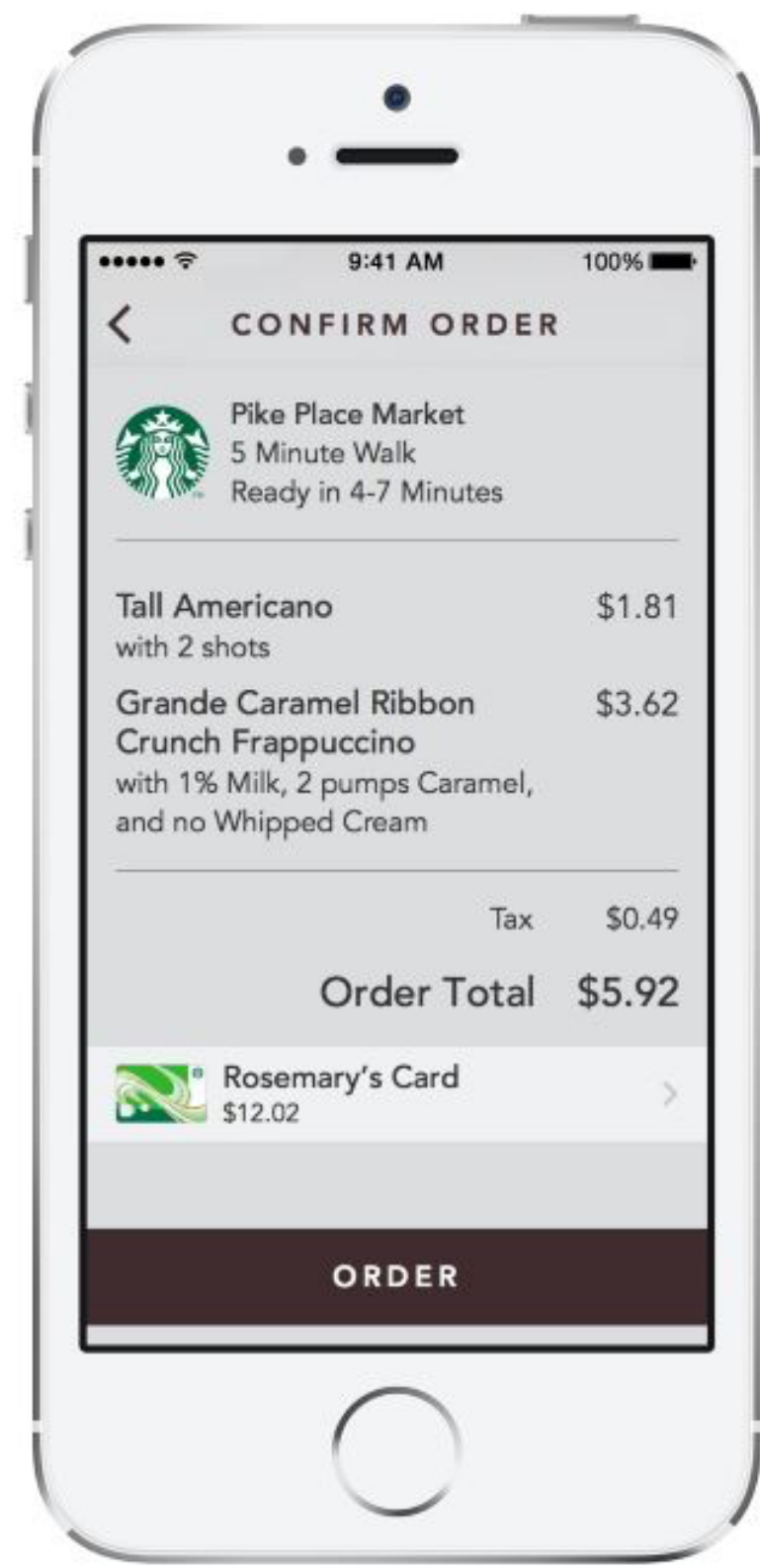
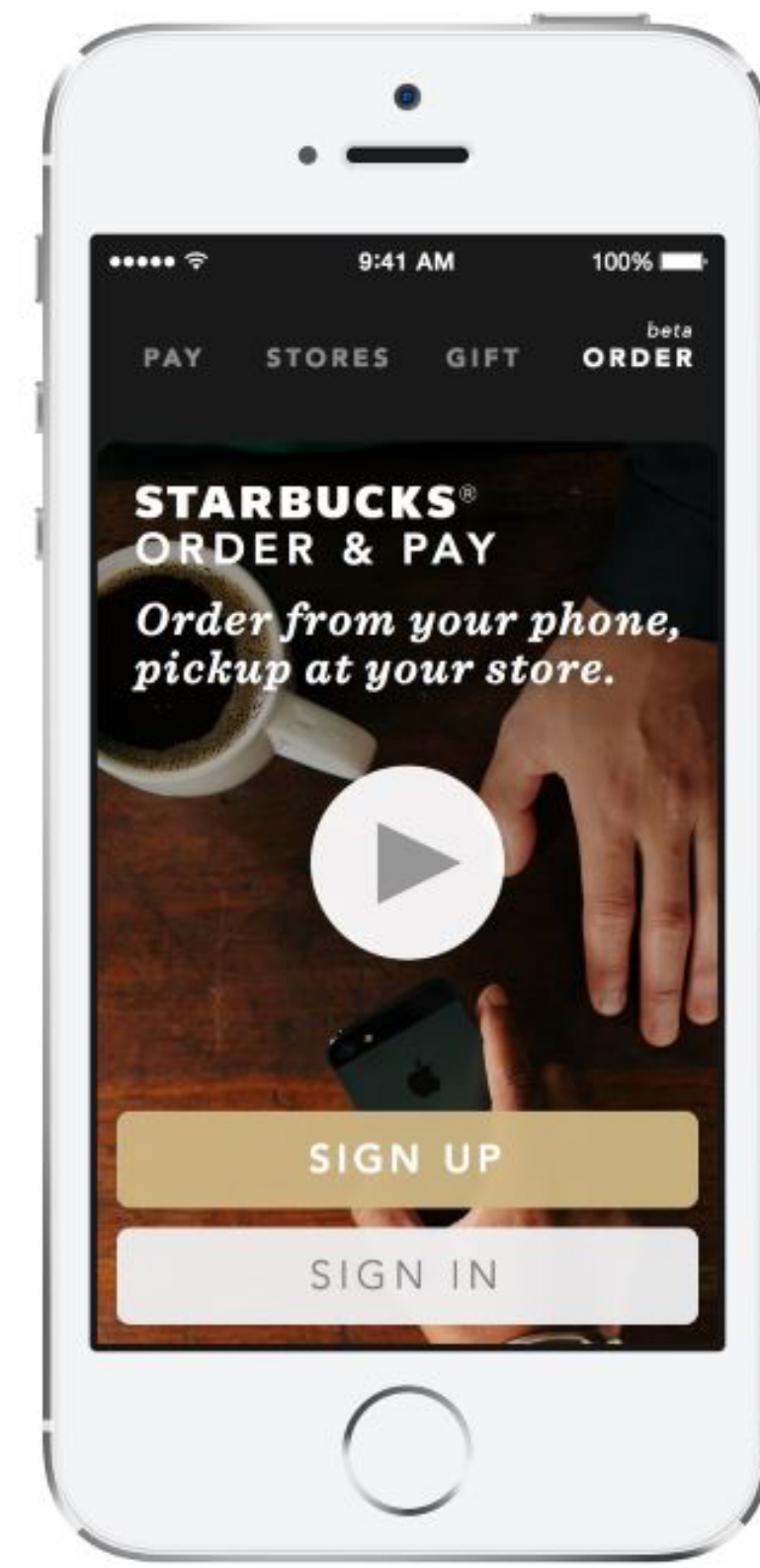


 **EXPRESS SERVICE**
1-HOUR or LESS

Website New Vehicles Parts & Service

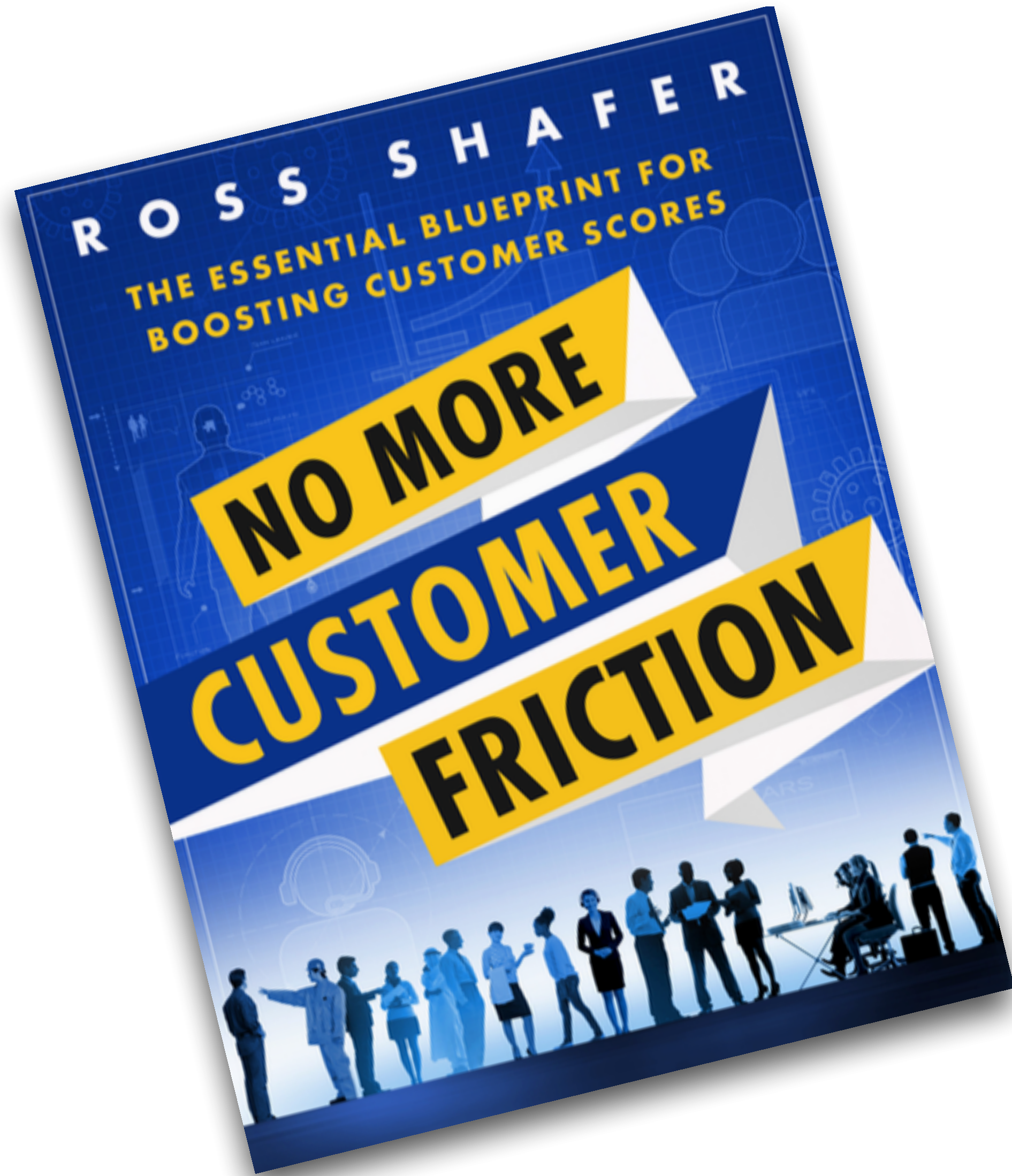
Your time should be just that. Yours.

[Request an Appointment](#)





amazon go



**Does This
System
Work?**



Complaints led to losing 1,000,000m subscribers in one-quarter.

They spent \$300M to improve ALL processes.

Today, billing, call centers, and installation is rock-solid. Comcast is #1 in customer sign-ups & retention in their industry.

10 yrs ago, customers complained their toys were boring & prices were too high.

They hired designers who LOVED the toys & thought they should be tied to movie franchises (Harry Potter, Batman, etc). In the last two years, Lego has become the largest toy company in the world.

***Last Place* customer care in their industry. I coached them to reduced friction for Linemen, Call Centers, & Engineers.**

We corrected customer complaints and empowered on-the-spot fixes. 90 days later we raised their J.D. Power scores 21 Points...#1 in their industry.

Startups are Obsessed With Innovation



Hotel Events

FRIDAY 78° HIGH 78° LOW 68°
SATURDAY 77° HIGH 67° LOW
SUNDAY 76° HIGH 66° LOW
9:34

Events for April 21, 2017

GO TO THE WRONG MEETINGS

Group/Event	Room	Time
GENERAL ELECTRIC BREAK OUT SESSION		3:25 PM - 5:00 PM
RAYTHEON SIX SIGMA	Cascade 1	8:30 AM - 4:30 PM
Home Depot Awards Committee	Maxis Ballroom	10:00 AM - 11:00 AM
Morrow Technologies Client Appreciation Lunch	Grand Ballroom 1 & 2	11:30 AM - 1:30 PM

Association of Human Nature Convention



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[LOCATIONS](#)

[MENUS](#)

[GIFT CARDS](#)

[BANQUETS & MEETINGS](#)

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[Restaurant Home](#)

[Make A Reservation](#)

[Map & Directions](#)

[Hours of Operation](#)

[Menus](#)

[Corporate Events / Banquets](#)

[Calendar](#)

[In the Neighborhood](#)

[All Denver, CO Locations](#)

[View All Locations](#)







Laramar Apartment Homes - 55,000 units

FREE RESOURCES

ROSS SHAFER'S
RELEVANT LEADERS CLUB
Innovate. Motivate. Educate. Sustain.

Ross Shafer View as: Yourself

Home Videos Playlists Channels Discussion About

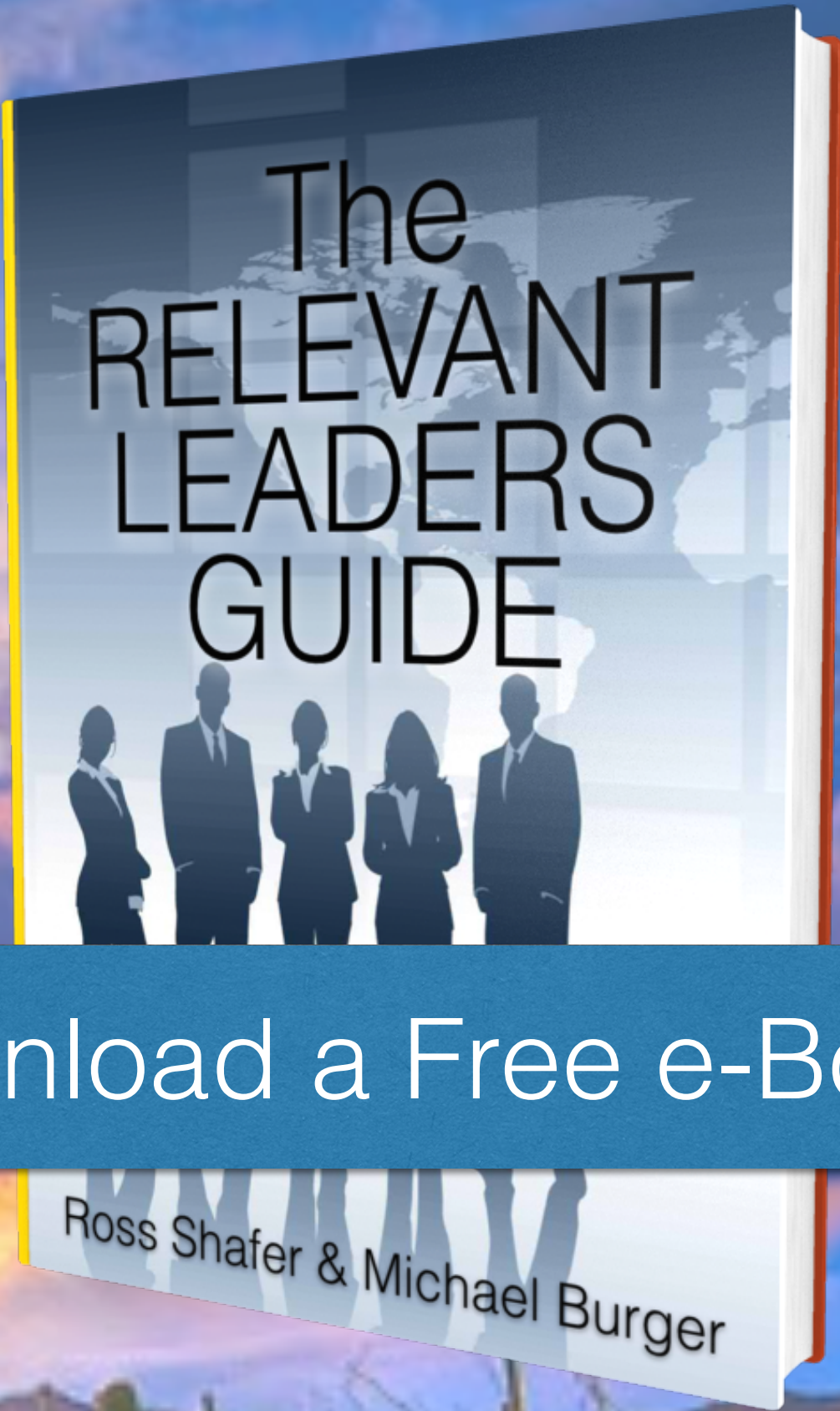
Relevant Leaders Club Download All

The Relevant Leaders Club (by Ross Shafer) uses innovative case examples to help both young and highly experienced leaders find relevant business solutions for motivating your workforce, creating leadership...

- How to Sustain a Business for Over 15 Years?** | Leadership Speaker | Ross Shafer
4 days ago • 24 views
Why will your company only last 15 years? Leadership speaker and innovation author Ross Shafer describes...
- How to Pitch Your Big Ideas to the Boss** | Leadership Speaker | Ross Shafer
1 week ago • 31 views
In this short clip, leadership speaker and author, Ross Shafer, reveals his surefire Five-Step process for...
- Should You Change Your "Leadership" Persona?** | Leadership speaker | Ross Shafer
3 weeks ago • 68 views
Have you ever wondered if you should change your personality when you get a "big" new job? Then you...
- How Can Leaders Make Better Decisions?** | Leadership Speaker | Ross Shafer
1 month ago • 85 views
Leaders are paid to make good decisions over and over. This video by Ross Shafer will give leaders a repeatab...
- How Can Small Office Financial Advisors Beat The Big Guys?** | Leadership Speaker | Ross...
1 month ago • 62 views
This video will inspire smaller office financial planners (and CFPs) re: "How to differentiate your practice." Yo...

Leadership Video Blog

Download a Free e-Book

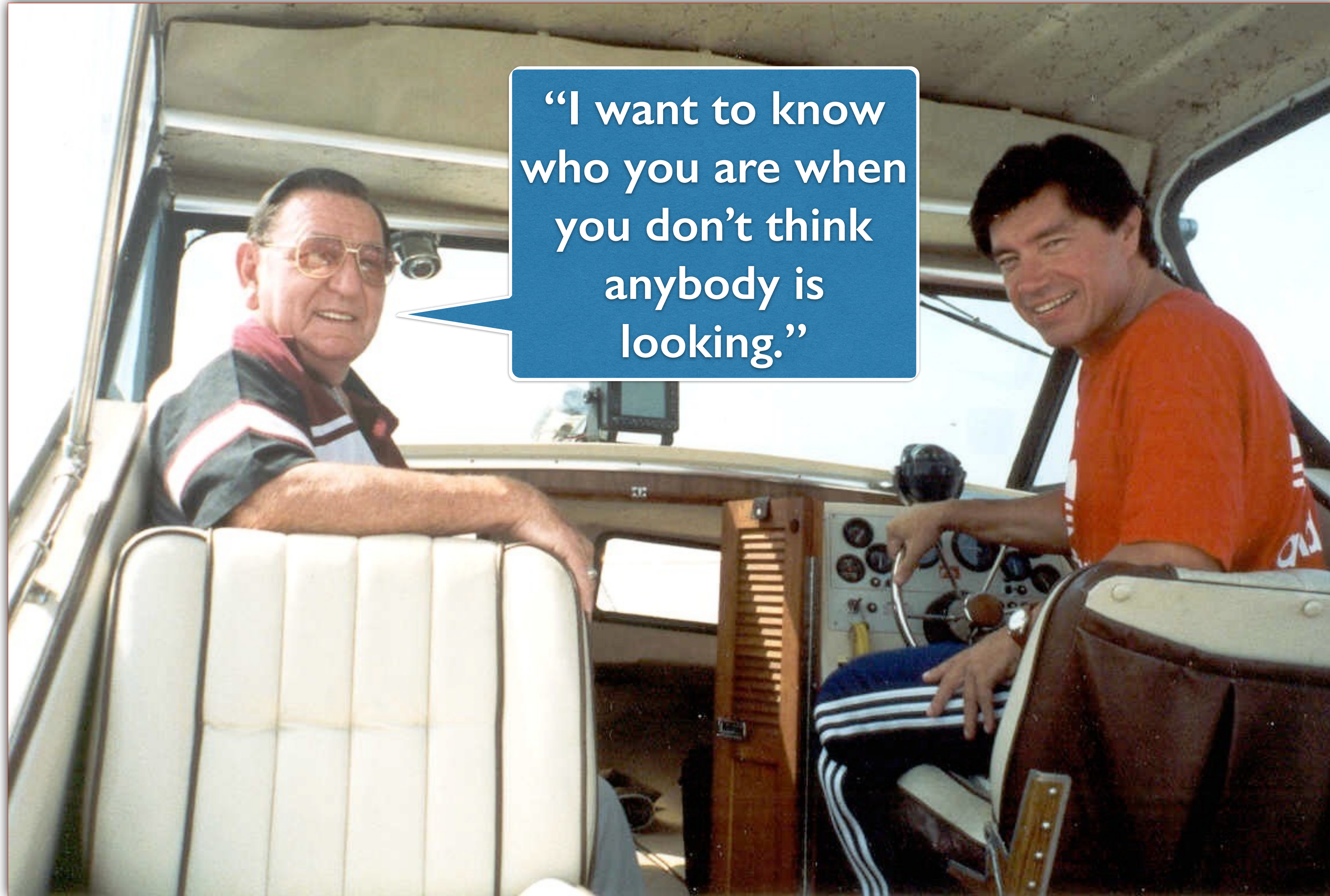


www.RossShafer.com

100% Authenticity

**(Know Who You Are...
...and Who You Aren't)**





“I want to know
who you are when
you don’t think
anybody is
looking.”

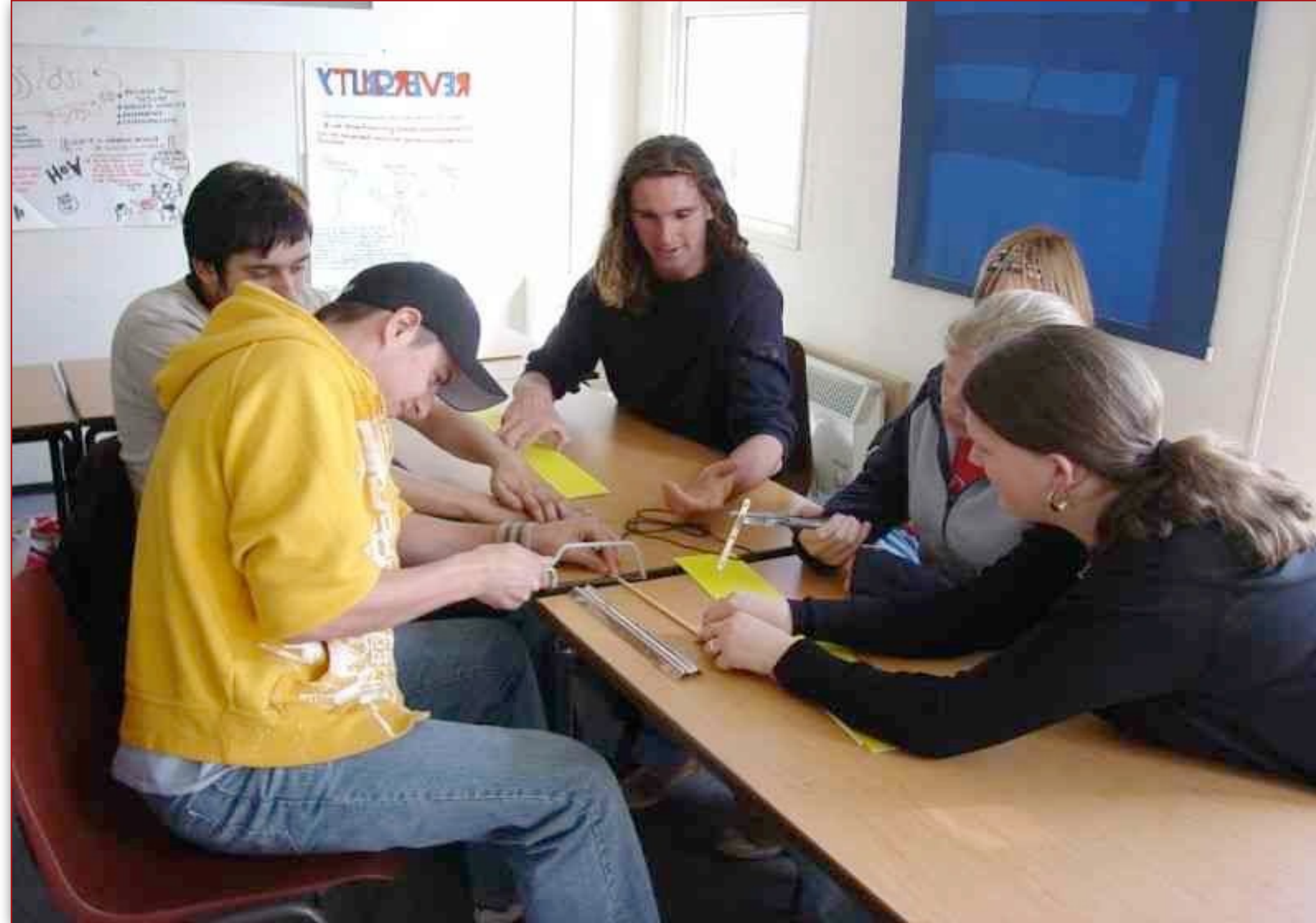
Chuck Shafer 1927-2001



Leah, Ross, Lauren (Lolo), Ryan & Adam Shafer



Daddy/Daughter date
10th birthday!



“48% of employers are dissatisfied with the oral communications skills of college students.”



Ongoing Encouragement



A close-up portrait of a middle-aged man with dark, wavy hair, smiling broadly. He is wearing a dark suit jacket over a light blue and white striped collared shirt. The background is a plain, light blue color.

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