



Ross
Shafer

**If you want to contact me
after the meeting...**

A.J. Dowers

PHONE: (202) 721-7667

EMAIL: AJ.Dowers@LAuthorities.com

How TEAMS will Stay Relevant in 2020

(Future-Proofing Citadel)

Restaurants/Food Service



SHAFER® PROJECTION TV

Turn your Den or Rec Room Into a Video Theatre

- 4 Ft. and 5 Ft. Screens
- Ceiling Models Available

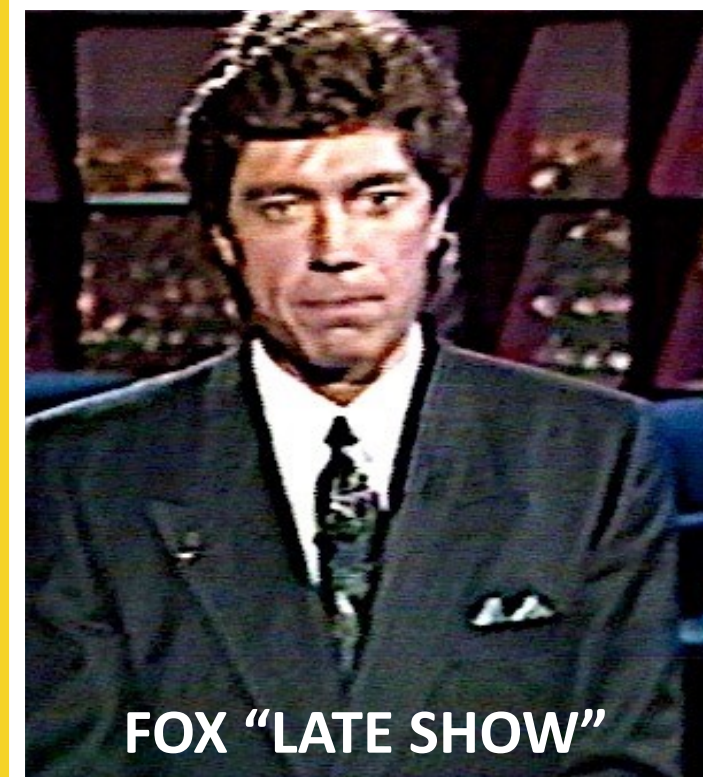
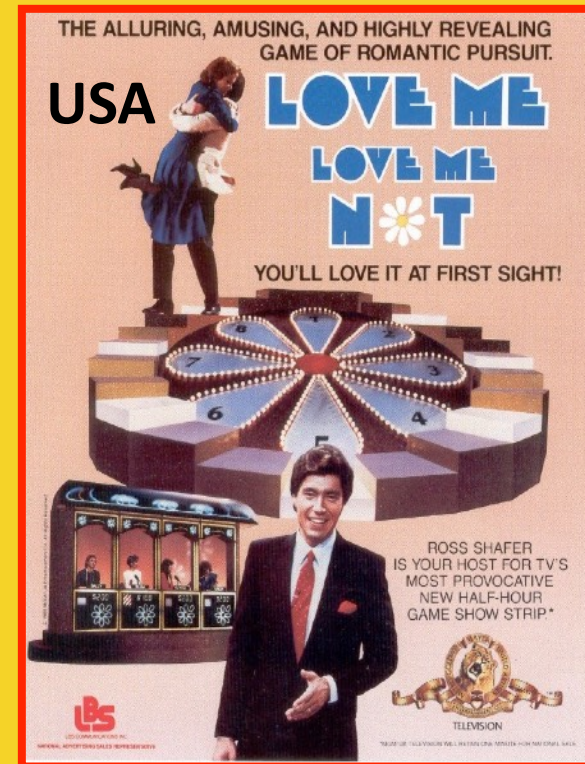
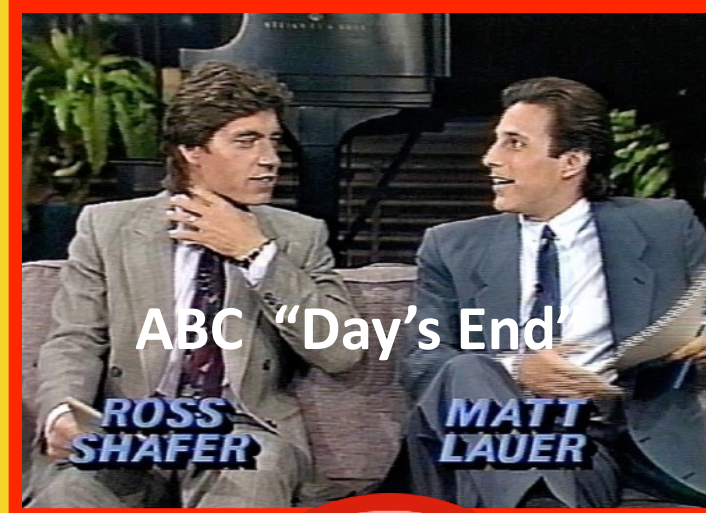
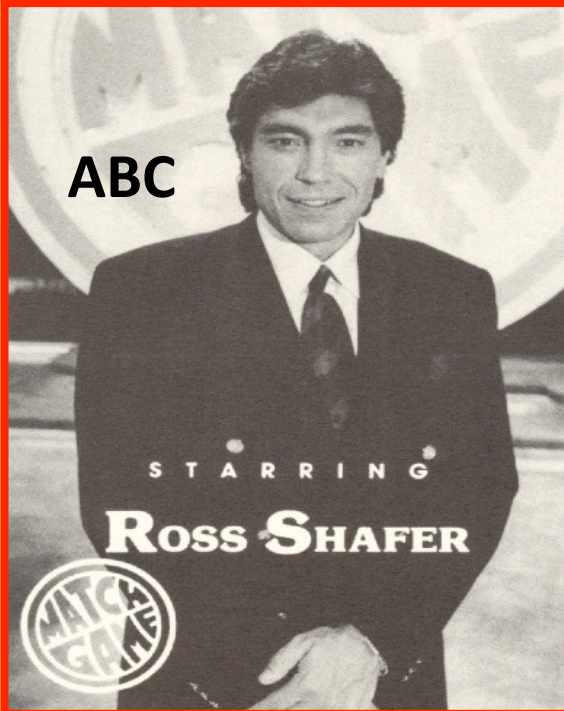
At last the Northwest's largest maker of Giant TV Screen systems is offering direct to you, for your home, the same Projection TV usually seen commercially. Come, see and compare during this sale!

AS LOW AS \$997

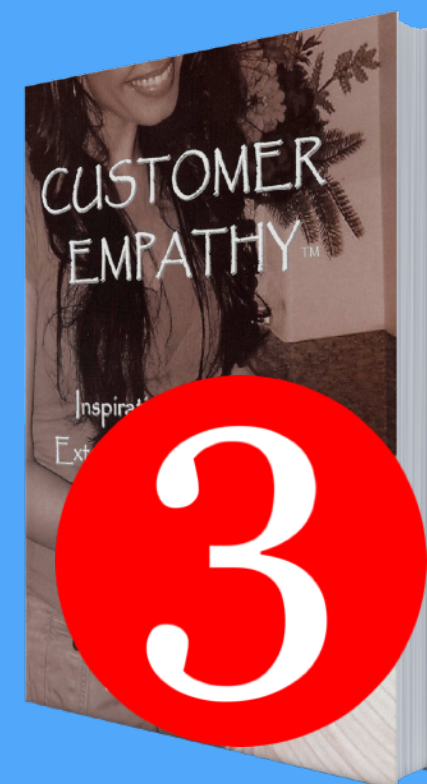
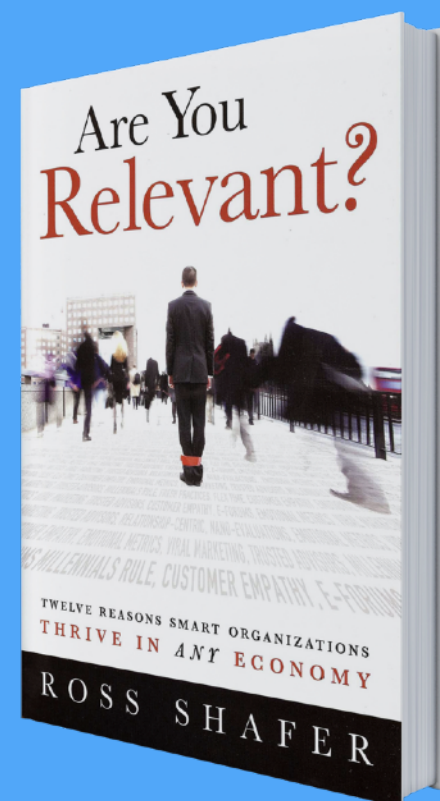
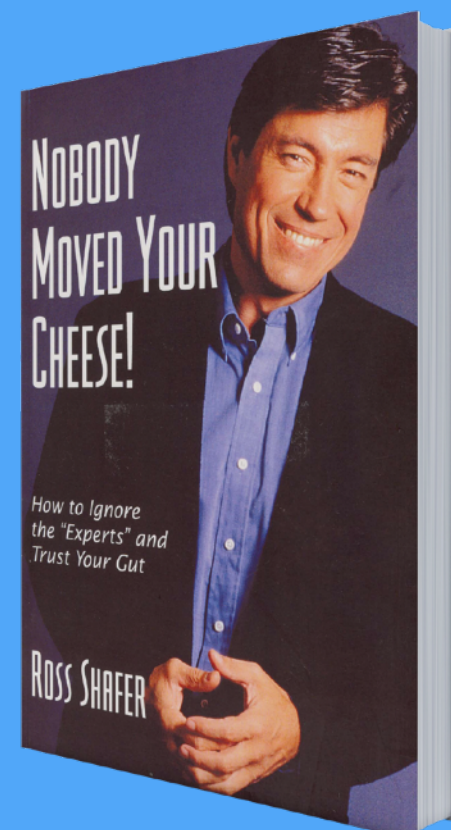
SOUNDS O.K.!

Manufacturing

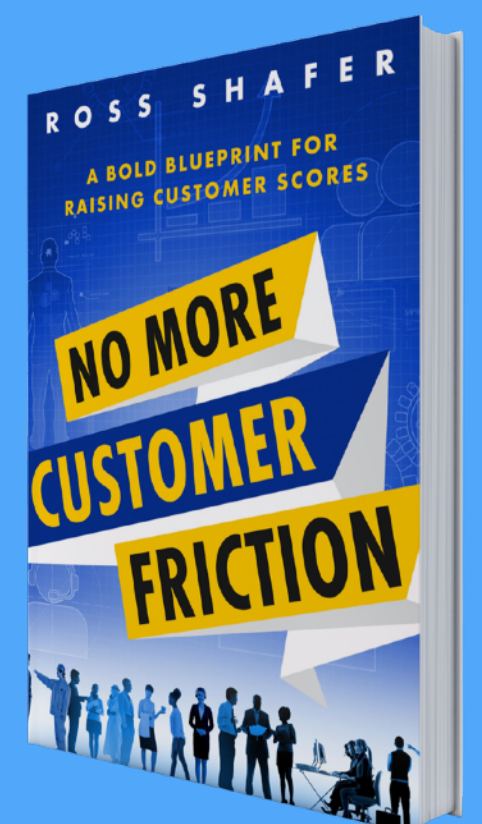
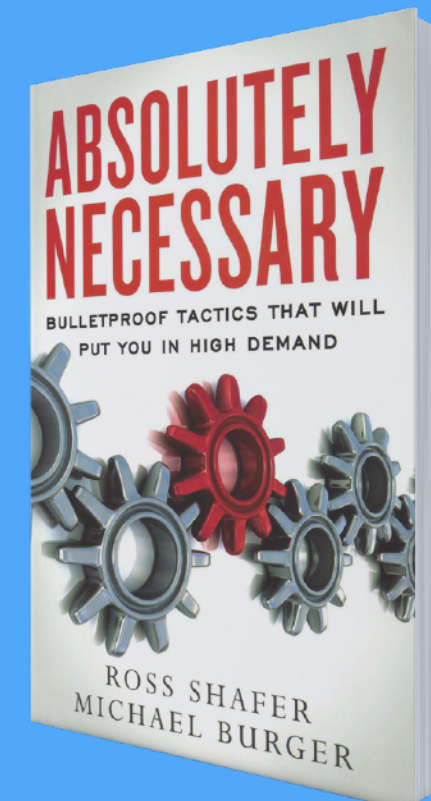
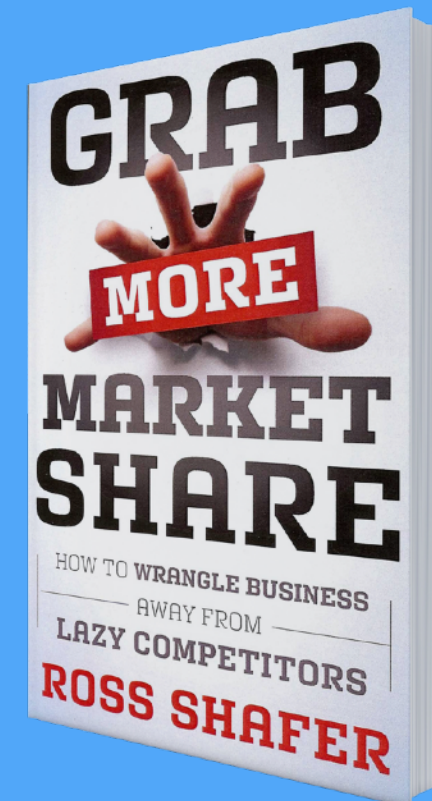
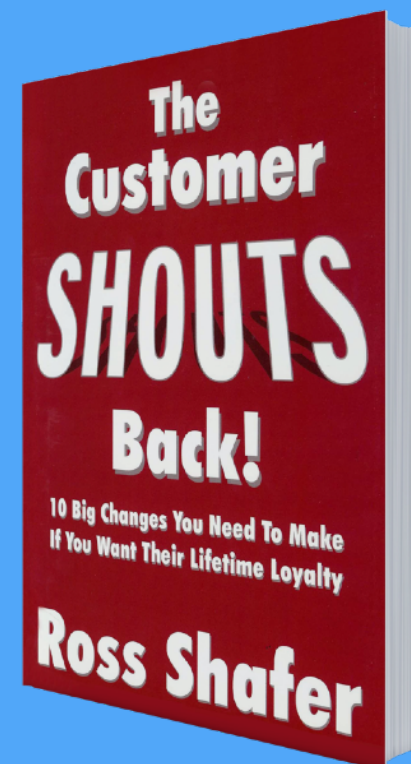
300 Center Puyallup, Wash. 98371



2



3



The background is a complex technical drawing in white lines on a blue gradient. It features various mechanical parts, cross-sections, and circular diagrams. Overlaid on this are streams of binary code (0s and 1s) in a lighter blue color, creating a digital or data-driven aesthetic.

What I'm Not...



15-yr old
Ross Shafer

Blackfoot Nation

Chemeketa Reservation

(Salem, Oregon)

Puyallup Reservation

(Puyallup, Washington)

Charles Shafer
1927-2001



Follow the Tracks of the Herd

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





360 ★

Review order (1)

Pickup store
Parker & Hilltop ▾
Prep time 3 - 7 min

10 min

Coff Americano \$2.95

Your order may be ready before you arrive


It looks like your estimated travel time is longer than your order prep time. Consider placing your order when you're a little closer to the store.

[Back to order](#) [Continue](#)

Subtotal.....	\$2.95
Tax 8%.....	\$0.24
Total.....	\$3.19

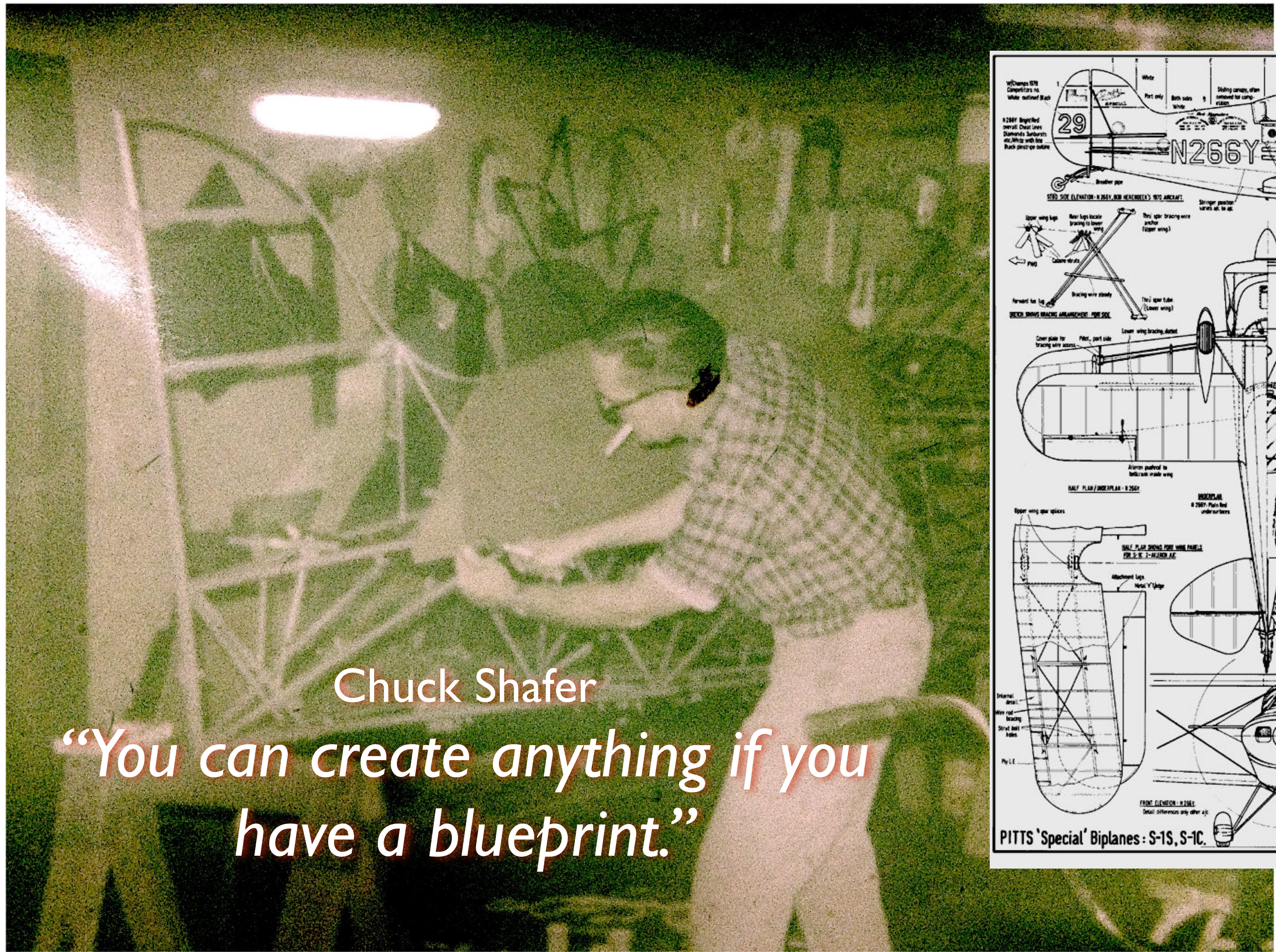
YOU MAY ALSO LIKE

[Checkout \\$3.19](#)



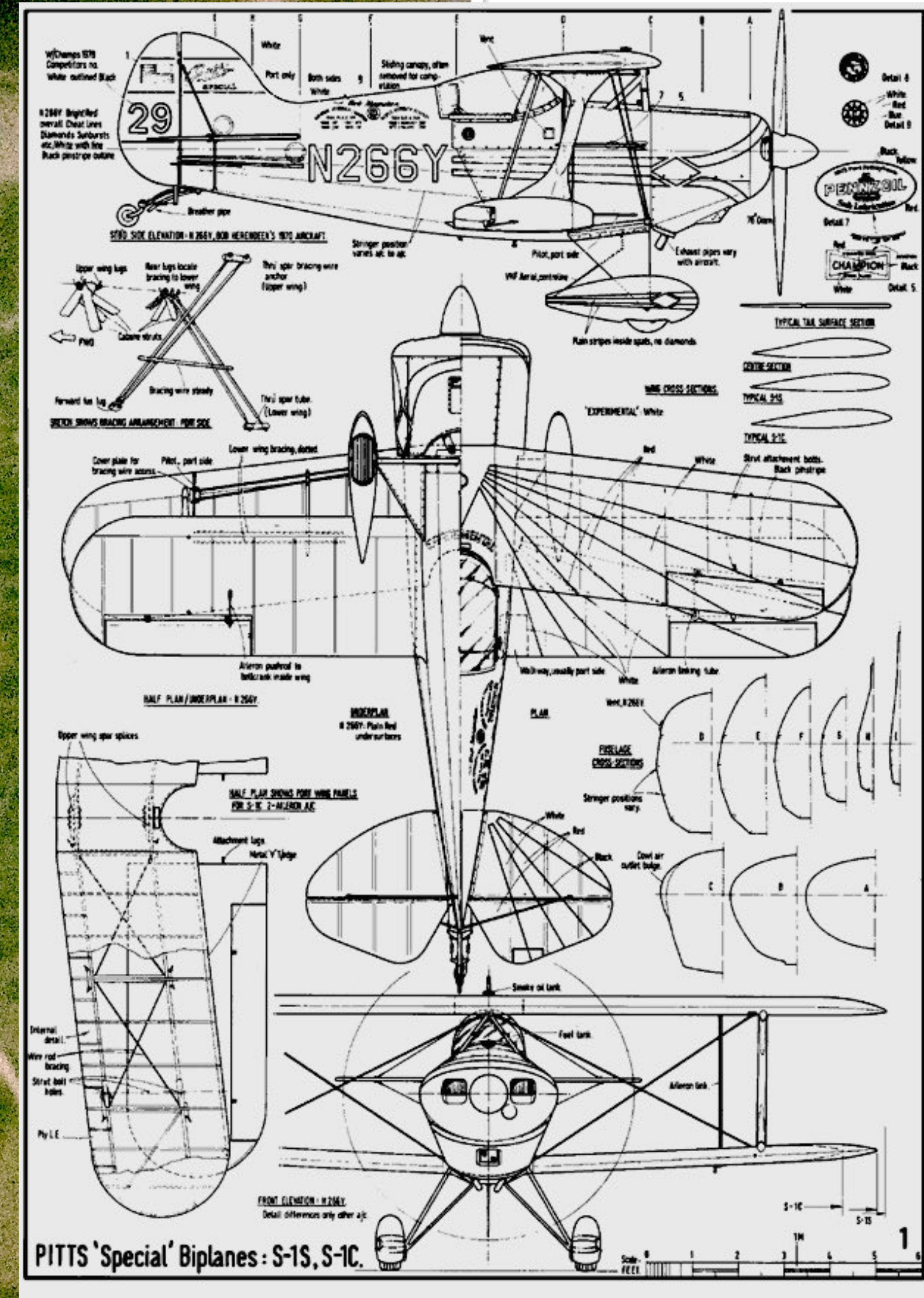
RELEVANT INSIGHT:

**Blueprints are a
Shortcut to
Success**



Chuck Shafer

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



Maiden flight - May 1971



“Fear is the enemy of success”

CHUCK SHAFER

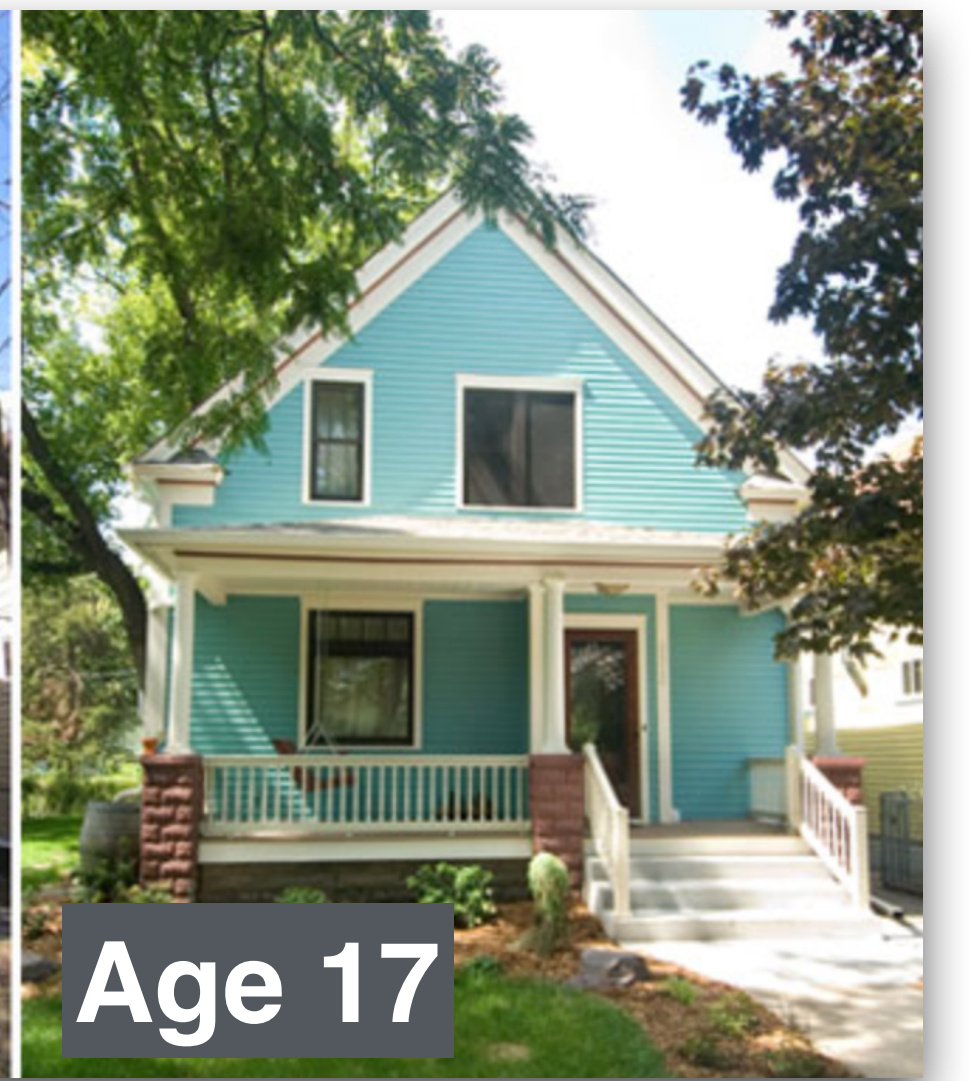




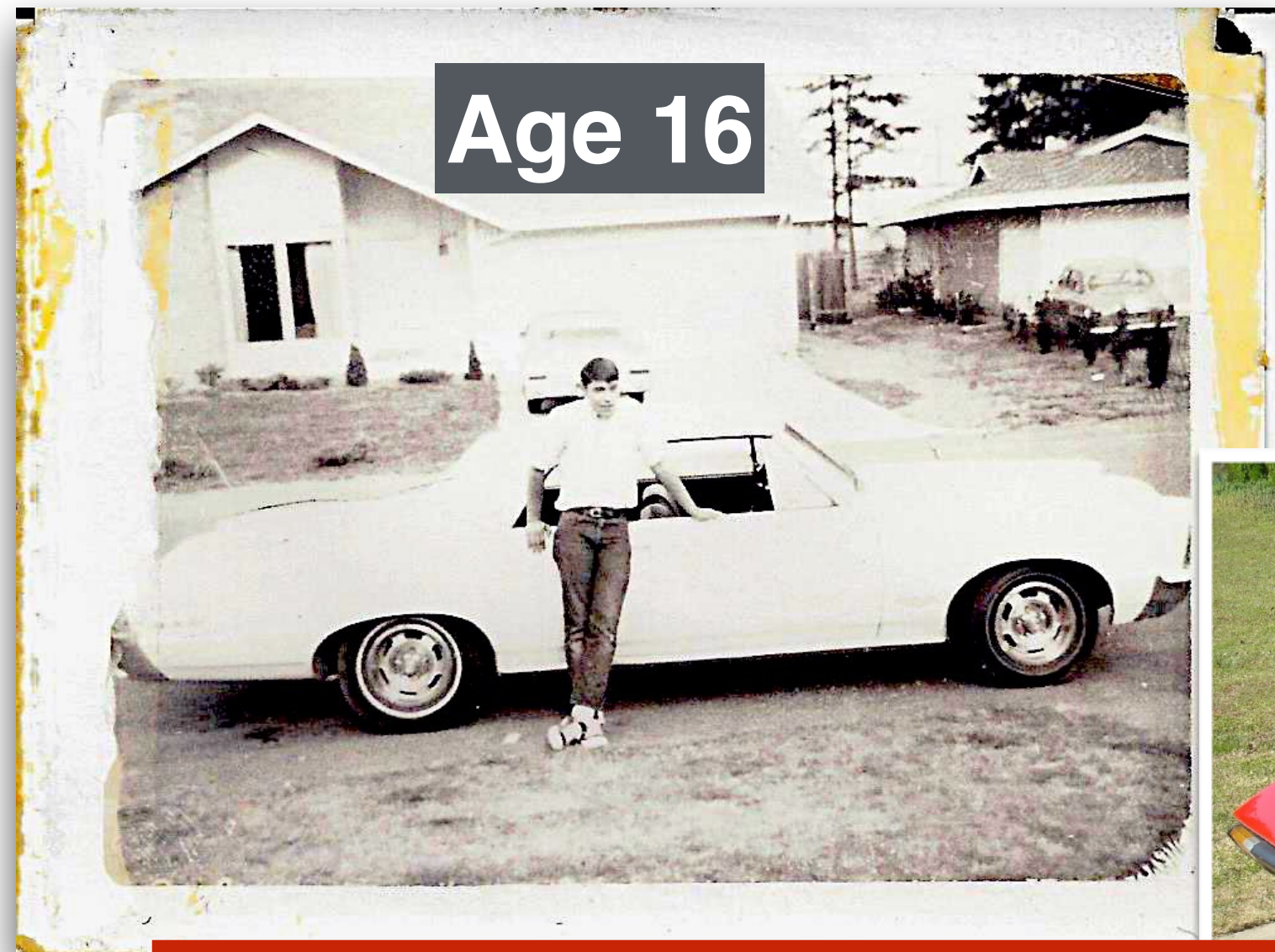
Age 13



Age 14



Age 17



Age 16



Age 29



Flipping Homes



Age 19

Flipping Vehicles

Restaurants/Food Service



Retail Clothing



Photography & Product Marketing



Building Industry



Flipping Broken Companies

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- 4 Ft. and 5 Ft. Screens
- Ceiling Models Available

At last the Northwest's largest maker of Giant TV Screen systems is offering direct to you, for your home, the same Projection TV usually seen commercially. Come, see and compare during this sale!

AS LOW AS \$997

SOUNDS O.K.

For Home Demonstration Information CALL COLLECT (206) 848-8300

119 Hi Ho Shopping Center
Puyallup, Wash. 98371

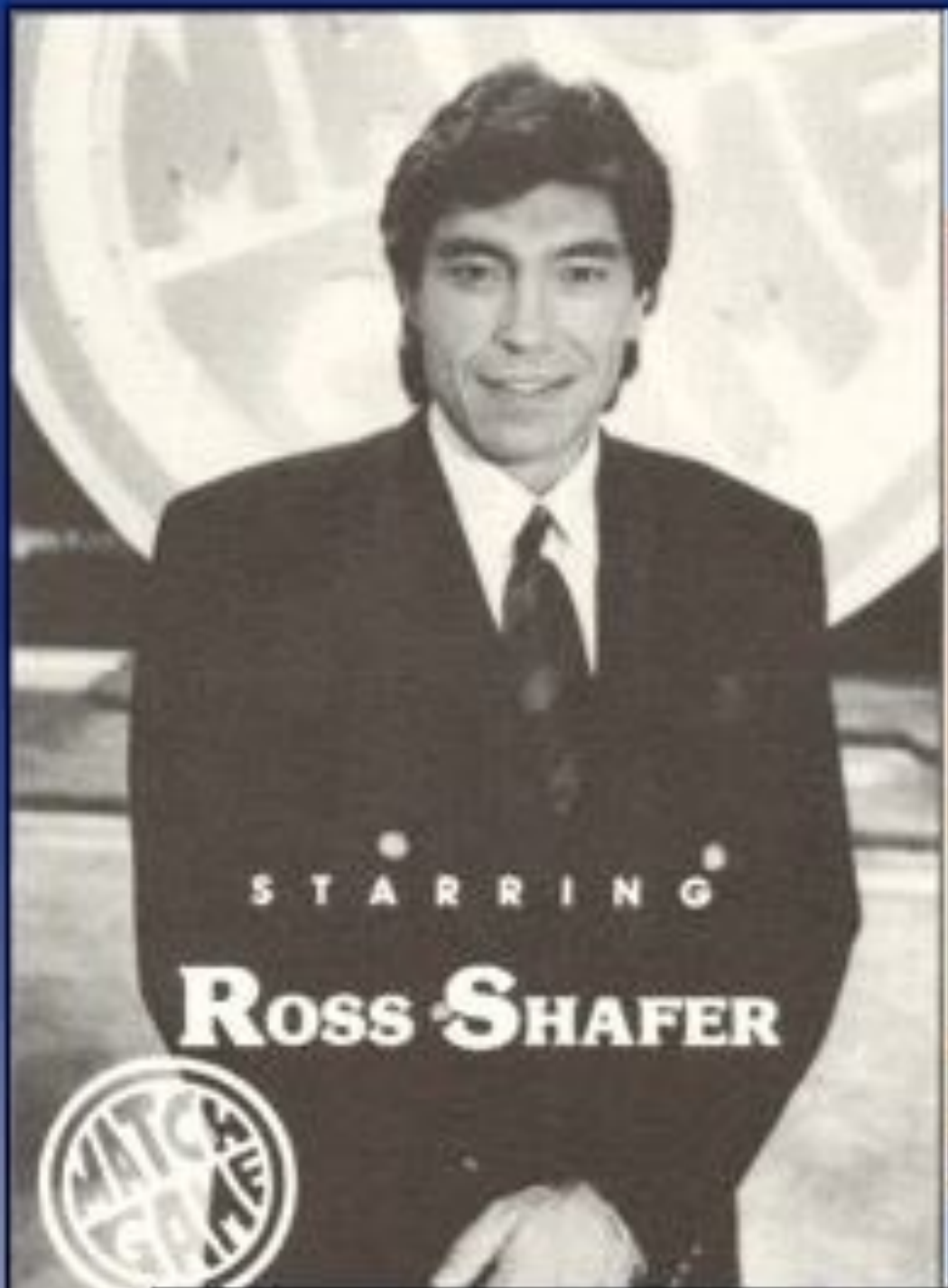
STUDIO in Puyallup

SHAFER
PROJECTION TELEVISION

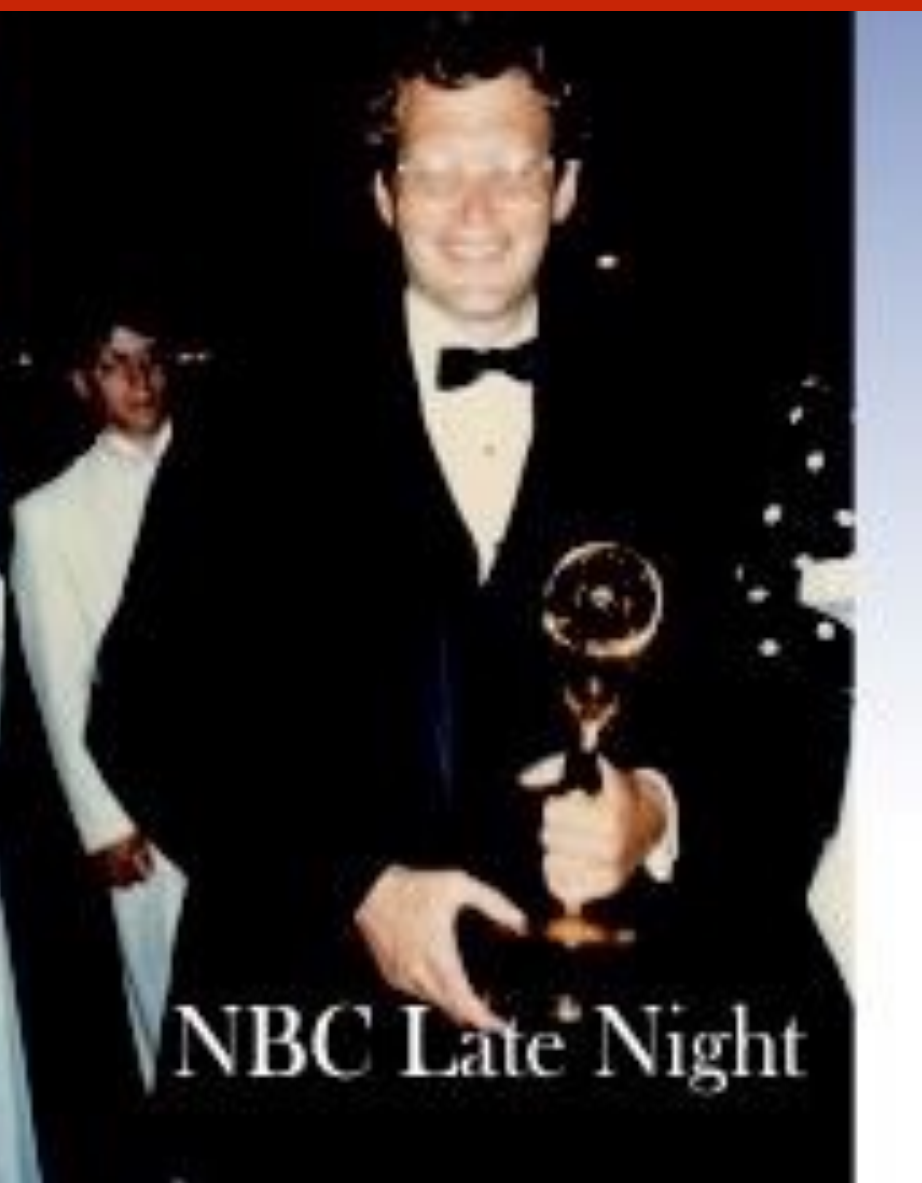


TV & Film Production





Talk & Game Host



The background is a vibrant blue gradient overlaid with a complex pattern of white technical drawings, including architectural floor plans, mechanical parts, and various geometric shapes. Interspersed among these drawings are vertical columns of binary code (0s and 1s) in a lighter blue color, creating a high-tech, digital atmosphere.

RELEVANT INSIGHT:

**Innovate Processes by
Looking Outside the
Roofing Business**

Hotel Events

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



Group/Event	Room
GENERAL ELECTRIC	
BREAK OUT SESSION	
A	

CRASH THE WRONG MEETINGS

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



[RESERVATIONS](#)

[LOCATIONS](#)

[MENUS](#)

[GIFT CARDS](#)

[BANQUETS & MEETINGS](#)

[ABOUT US](#)

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[Make A Reservation](#)

[Map & Directions](#)

[Hours of Operation](#)

[Menus](#)

[Corporate Events / Banquets](#)

[Calendar](#)

[In the Neighborhood](#)

[All Denver, CO Locations](#)

[View All Locations](#)







LARAMAR

55,000 UNITS



*“This week, YOU will be
our Chief Trending Officer.”*

TREND SPOTTING SITES

<http://www.springwise.com> (My favorite weekly updates)

<http://www.forbes.com/sites/stevecooper/2013/11/19/how-to-become-a-trendspotter/>

www.Trendhunter.com (Cool inventions)

<http://dupress.com/periodical/trends/business-trends-2014/>
(Deloitte University)

<http://www.gartner.com/newsroom/id/2603623> (Technology trends)

<http://www.infoq.com/research/software-trends-2014> (Software trends)

<http://www.businesswire.com/news/home/20140101005013/en/Forrester-Top-Global-eCommerce-Predictions-2014#.U-GCYIYQ7wI>
(Business Wire & Forrester Research)

THE
amazon

'EFFECT'

Comcast
xfinity

amazon

hulu

NETFLIX

Google



vs.



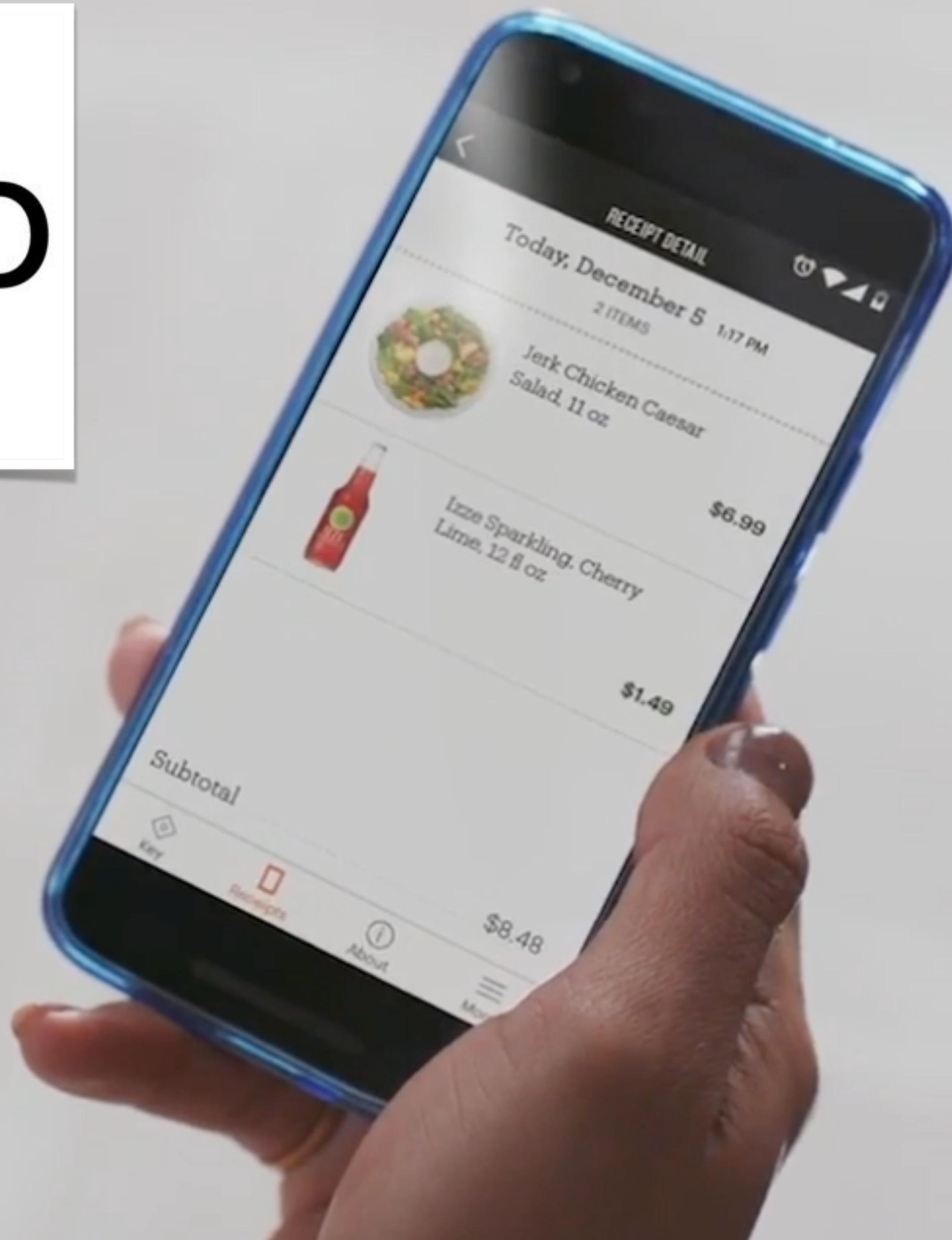
RELEVANT INSIGHT:

**Eliminate Friction
from Every
Transaction**



amazon go

3,000 cashier-less stores



MDLIVE[®]
Virtual Care, Anywhere.

American Well[®]

Teladoc⁺



2,500,000+
patients love
“Virtual” Doctor
Visits

**AS
ONE TEAM**

**DON'T
Obsess
About...**



CSAT (Customer SATisfaction)



“Determine what customers want and deliver that. You don’t necessarily have to exceed expectations.

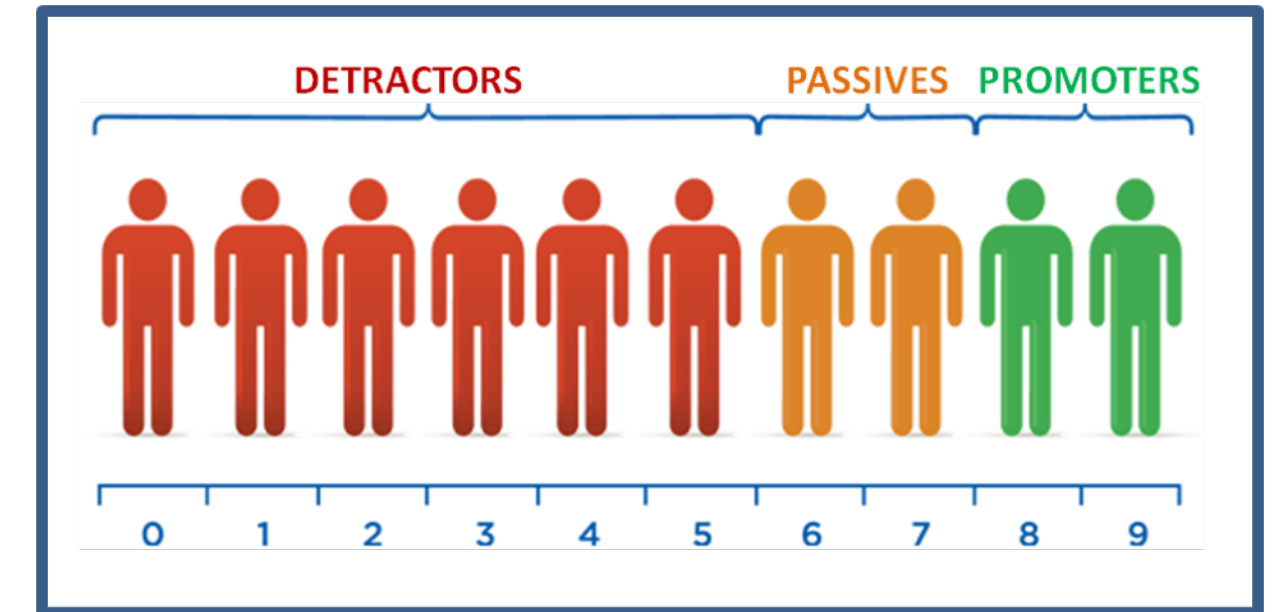
The bigger risk to loyalty is when you fail or disappoint them.”

CES (Customer Effort Scoring)



“Service organizations create loyal customers primarily by reducing customer effort; **NOT by delighting them in service interactions.**”

NPS (Net Promoter Scores)



“...scores of (6 and below) give us a vivid snapshot of our failings. **We learn far more from customer complaints than we do from their compliments.**”

INSTEAD...

Eliminate the



Moments



POW WOW

(Pau- Wau)

A celebration to heal old wounds and honor new alliances



**“Thanks for calling.
My name is Jason.
How can I
provide you with
outstanding
customer care?”**



GE Capital

*“Due to unusually high call volume
we will be with you in 96 minutes”*



TOYOTA

OF PUYALLUP



customer first.



Freshly baked Otis-Spunkmeyer cookies.

RELEVANT INSIGHT:

**ONE Citadel Must
Tell the Same
Story**

“STORYTELLERS”

ARE IN HIGH DEMAND

‘We don’t sell motorcycles. What we sell...



Company founded 2011



In 2016, Sold to Unilever for \$1 Billion



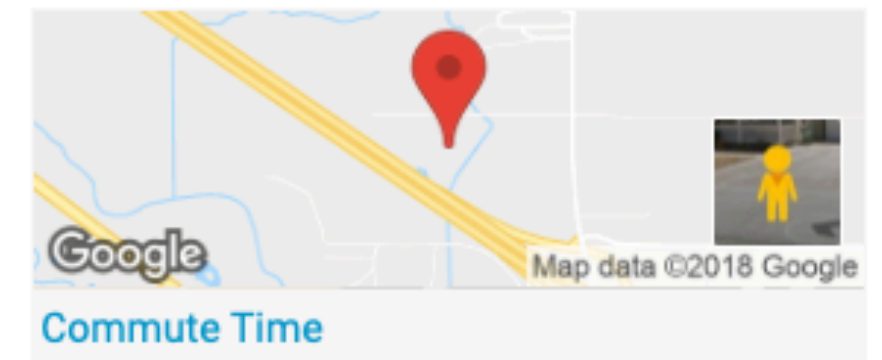
Chuck & Lois Shafer



\$549,900 Est. Payment [\\$2,349/mo](#)

455 W Butler Ln, Ashland, OR 97520

3 beds 2 baths 1,620 sq ft



Property Type	Single Family Home	Last Sold	\$84,000 in 1982	Days on Realtor.com	6 days
Year Built	1982	Price per sqft	\$339	Garage	8 cars



realtip

Home includes a 1,000 sf RV shop Did you find this useful?

Ask a question

Share this home

Open Houses

Property Details

In 1983, Chuck and Lois Shafer bought the single level, 3-bedroom 2-bath home at 455 W. Butler Lane as what they called their “retirement villa.” The 1,620 sq. ft home is located within minutes of Southern Oregon University, the Ashland Golf Club, the Shakespearian theaters, and the Ashland fixed based airport; where Chuck’s two airplanes were only four minutes from home.

Lois, on the other hand, was crazy about golf and gardening. Each year, their neighbors eagerly awaited the fresh fruits and vegetables Lois pulled from the expansive 1/4 acre irrigated garden.

Chuck not only loved his planes but anything with a motor. So, in addition to their two car garage, he built a 1,000 sf matching shop where he could tinker on his cars, boats, and motorcycles. Of course, he installed a microwave for his *Hot Pocket Pizzas*.

These days, Chuck undoubtedly tells his famous 'fish stories' in Heaven; while Lois recently celebrated her 91st birthday (with 74 friends) at a beautiful retirement community just two miles away.

Are you ready to create your own indelible-memory-life here, too?

RELEVANT INSIGHT:

**Growth Always
Depends upon
Your Curiosity**



Be Personally & Professionally CURIOUS





“73% of managers are discouraged by the communication skills of college-age students.”







What is the Most Dangerous Threat to Roofing Growth?

BTW: It's NOT Millennials






facebook



You Tube



Linked in

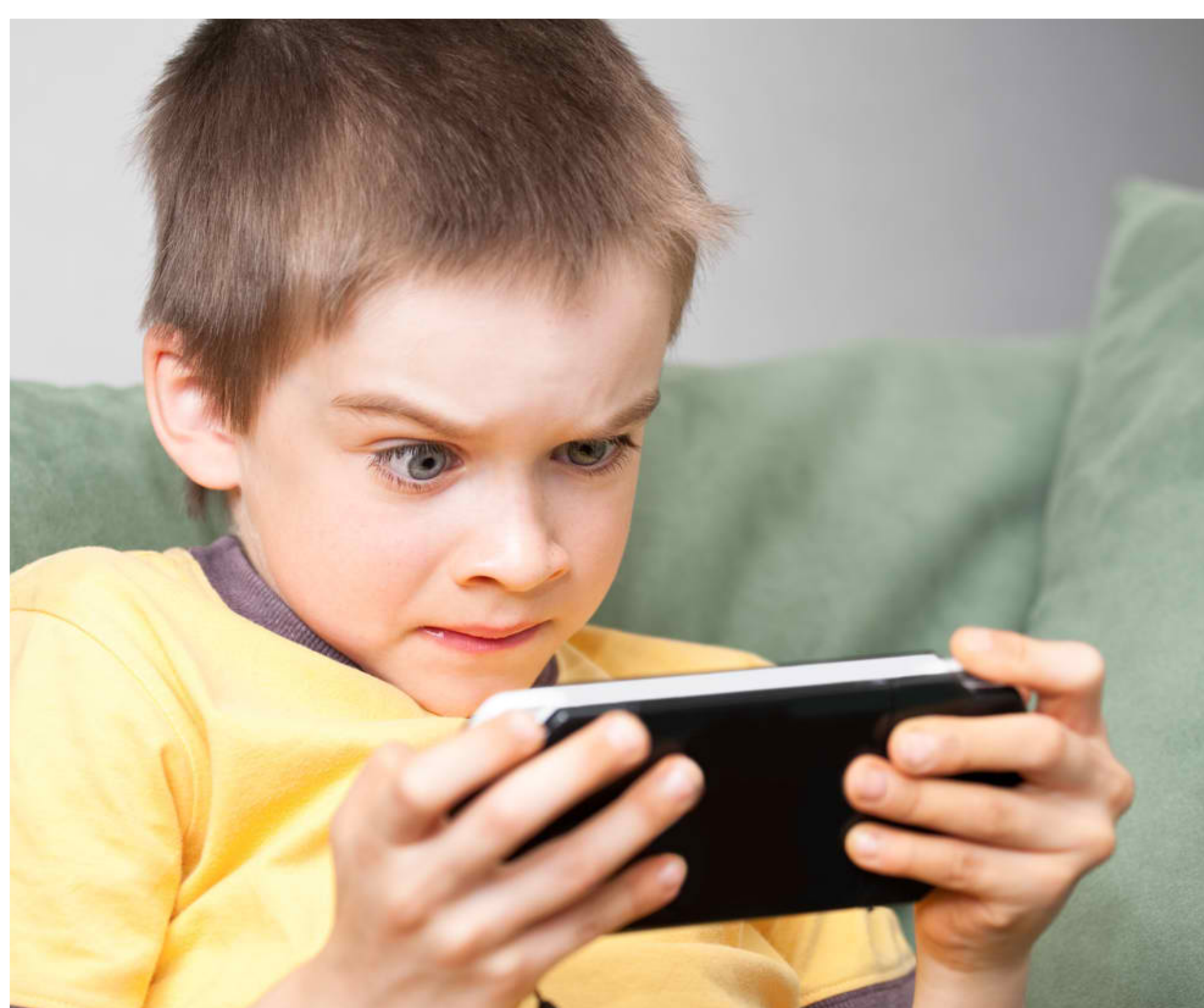
 **snapchat**

FOMO



“What Motivates Young People?”

“LEVELING UP”

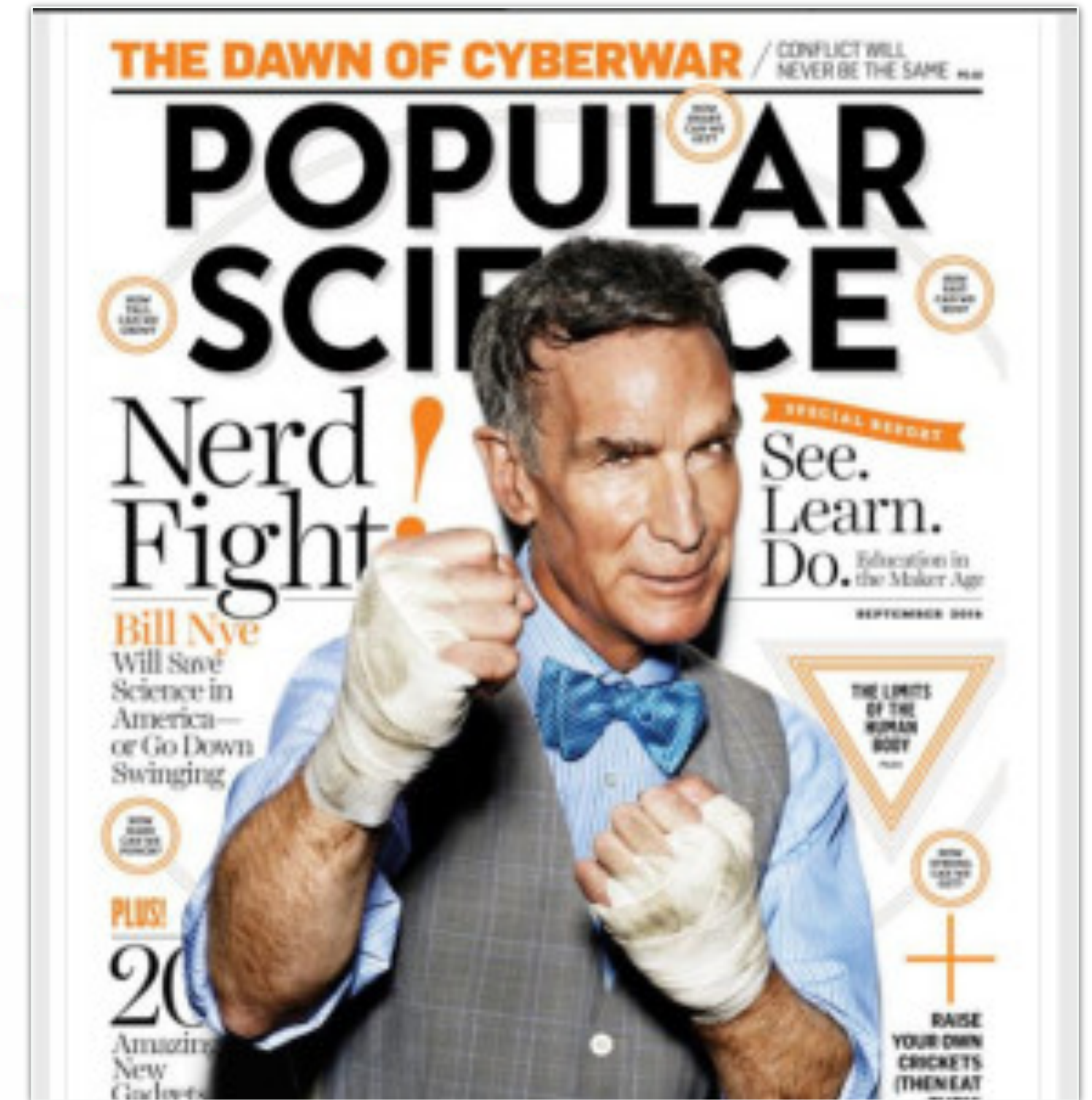
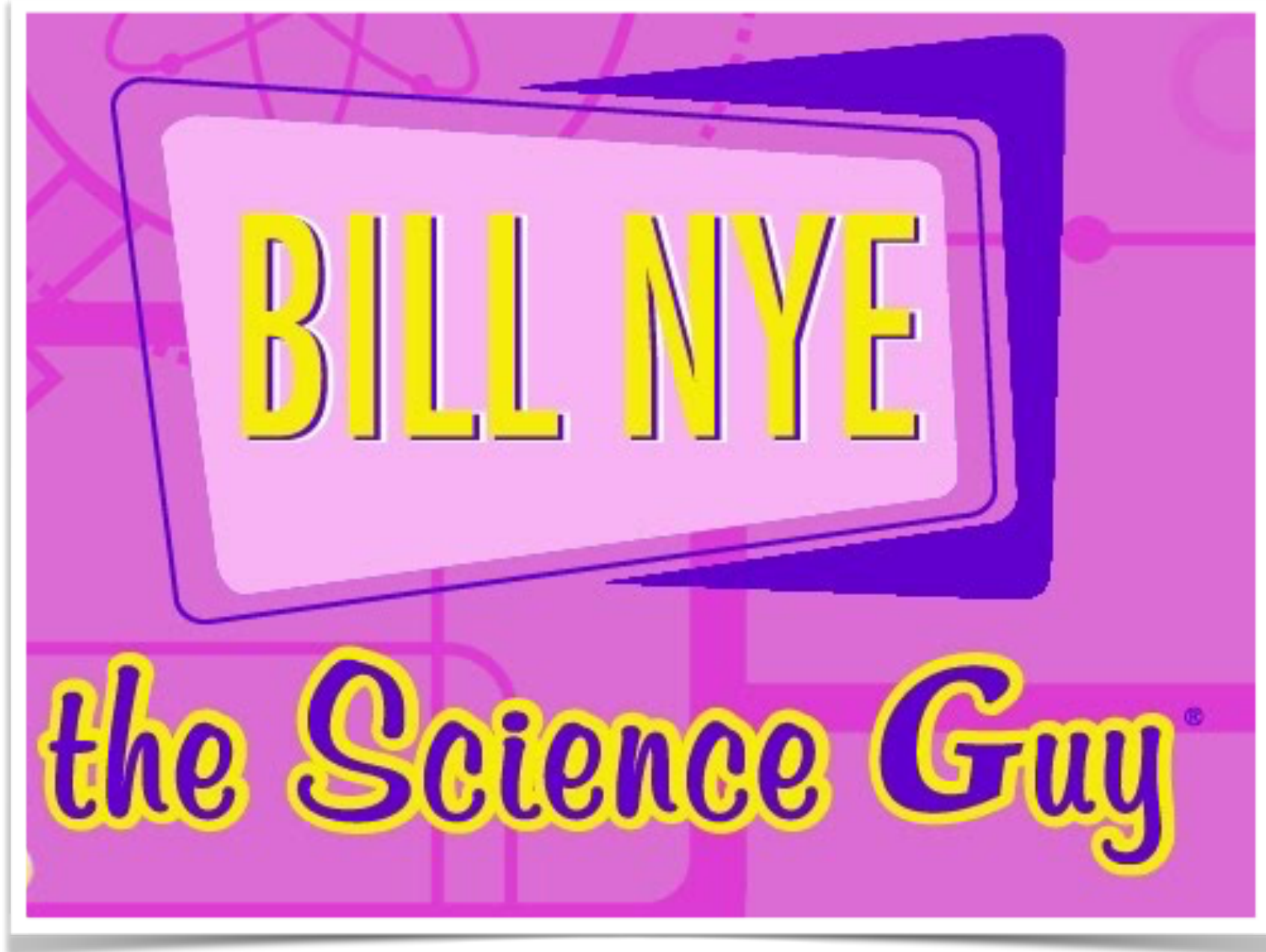


300,000 attended GamesCon to watch other people play video

The background features a complex, light blue technical drawing or blueprint with various lines, circles, and arrows. Overlaid on this are numerous binary digits (0s and 1s) in a lighter shade of blue, creating a digital or data-driven aesthetic.

RELEVANT INSIGHT:

**Elevate Your
Superstars Quickly**



GIVING BACK: FREE RESOURCES

You



ROSS SHAFER
Funniest Expert on *CHANGE*

Visit Ross Shafer's Website

Ross Shafer View as: Yourself

Home Videos Playlists Channels Discussion About

Relevant Leaders Club Download All

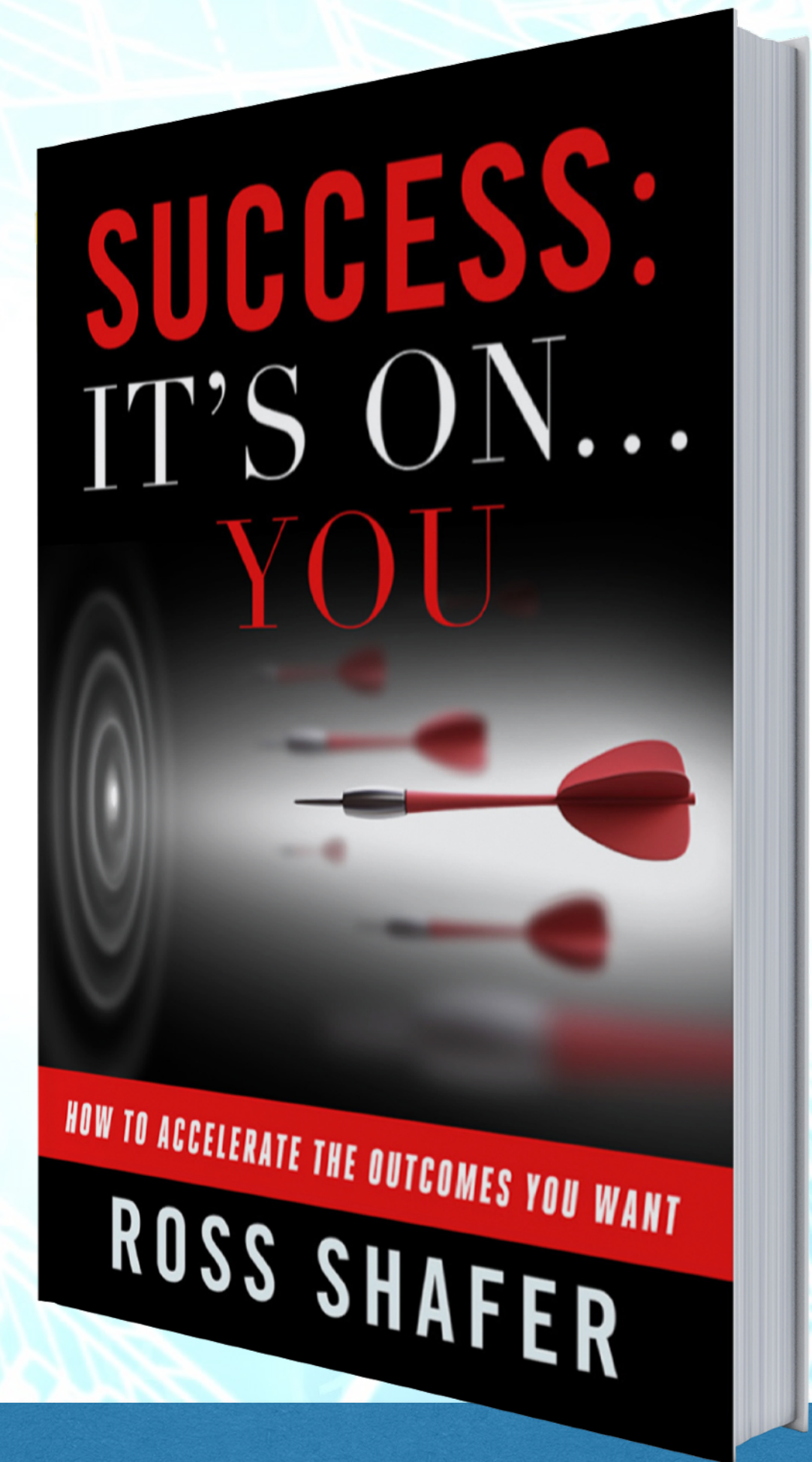
The Relevant Leaders Club (by Ross Shafer) uses innovative case examples to help both young and highly experienced leaders find relevant business solutions for motivating your workforce, creating leadership...

Why is the Lifespan of a Company only 15 Years? | Leadership Speaker | Ross Shafer

How to Pitch Your Big Ideas to the Boss | Leadership Speaker | Ross Shafer


Should You Change Your "Leadership" Persona? | Leadership speaker | Ross Shafer

How Can Leaders Make Better Decisions? | Leadership Speaker | Ross Shafer



Download (2) Free e-Books

www.RossShafer.com

The background is a complex technical drawing in white lines on a blue gradient. It features various mechanical parts, gears, and structural elements. Overlaid on this are streams of binary code (0s and 1s) in a lighter blue color, creating a digital or data-driven aesthetic.

**Encouragement
Changes Your
Priorities**

The background is a complex technical drawing or blueprint in shades of blue and white. It features various geometric shapes, lines, and circles, resembling a mechanical or architectural plan. Overlaid on this are vertical columns of binary code (0s and 1s) in a lighter blue color, creating a digital or data-driven aesthetic.

TEAM CULTURE

**Creating Humor
from the Ordinary**

PAGE 10
WORTHIER
THE NAME OF
SUPPORT?



PAGE 11
THE
SEARCH FOR
KNOWLEDGE



PAGE 25
STEPPING
INTO
BIG SHOES



FINANCE |
UNWTO GENERAL
ASSEMBLY RENEWS
COMMITMENT
TO TOURISM



100
PLUS
YEARS



Daily News

SRI LANKA'S NATIONAL NEWSPAPER | SINCE 1918
THURSDAY SEPTEMBER 19, 2019 | 48 PAGES | PRICE - 30/- | REGISTERED AS A NEWSPAPER IN SRI LANKA | LATE CITY ★
NOMINATIONS ON OCTOBER 7



NEC CHAIRMAN SIGNS GAZETTE
PRESIDENTIAL

To summon TRC officials, stakeholders
COPE to probe
Lotus Tower project

The Parliamentary Committee on Policy, Law and
Administration has today ordered to initiate a
committee of inquiry to probe the construction and
management of the Lotus Tower in Colombo.
The committee will be headed by the Attorney
General, Mahipala Weerasinghe, and will include
members of the committee on the part of the
Government and the private sector.

Lotus tower finances on
Tower project
under me - M
Lapses on part of

WHO & WHAT IS IN THE NEWS?

60 FREE

Whistle Blowers

Amazon Food Trucks invade Parks

Game of Thrones

Impeachment

Andrew Luck Retires at 30

Oprah's Favorite list

Elton John - Rocketman

Elizabeth Warren Hates the Wealthy

"The Wall"

Stock Market Spikes

Joe Biden bribes?

Stephen King - Dr. Sleep

The JOKER movie

Flamin' Hot Cheetos top snack

Dog Collar w/ GPS

Stock Market Way up

Value of a Tweet

Keto Diet is promotes fat

Tom Brady's 6 Super Bowls

Listening to Country Music Extends Marriages

Selfies Increase 78% in 2019

OJ Simpson sues Las Vegas over defammation

The background is a complex technical drawing in white lines on a blue gradient. It features various mechanical parts, gears, and structural elements. Overlaid on this are streams of binary code (0s and 1s) in a lighter blue color, creating a digital or data-driven aesthetic.

**HOW DO WE
GROW OUR
BUSINESS?**

The background features a complex, light blue technical drawing or blueprint with various lines, circles, and text. Overlaid on this is a pattern of binary code (0s and 1s) in a slightly darker blue, creating a digital or engineering aesthetic.

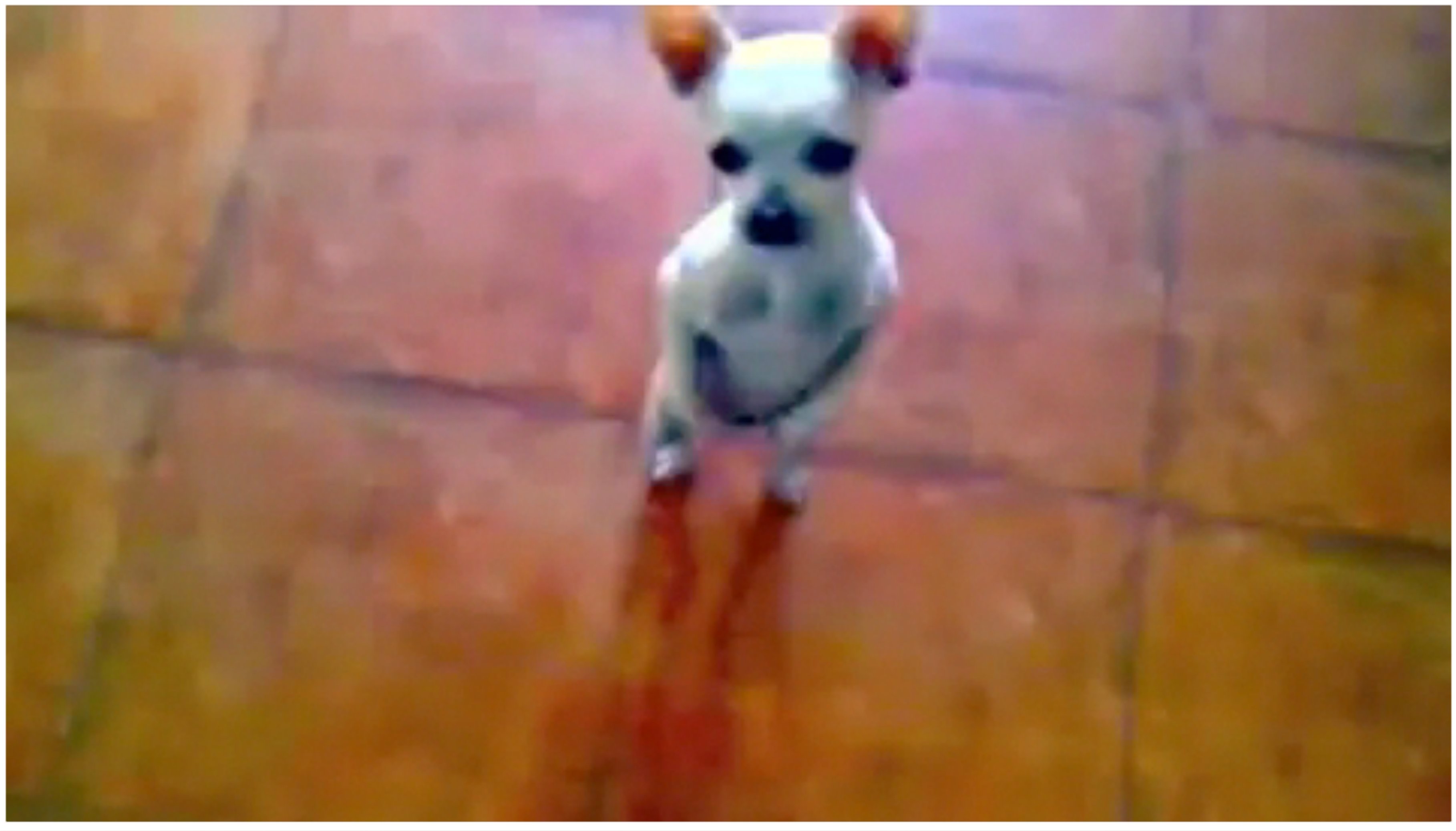
1. What Excites Me?

2. How Does My Team Evolve?

3. How Do I Fit In?



The "Kicker Story"



Which is why
we must be
careful re:
Customer/
Client
Evaluations



If you would like to be contacted by [redacted] regarding your comments, please include the following information:

Name _____
Street _____ Apt.# _____
City _____
State _____ Province _____
Country _____ Zip _____
Telephone # _____
Email _____
Dates of Stay: From _____ To _____
Room No.: _____

Please rate your satisfaction with each of the following:

	▼ VERY SATISFIED ▼ SOMEWHAT SATISFIED ▼ NEUTRAL ▼ SOMEWHAT DISSATISFIED ▼ VERY DISSATISFIED
Overall satisfaction with this experience	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Receiving a warm and sincere greeting upon arrival	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Staff greeting you by name	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Staff remembering you as a regular guest	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Timeliness of check-in	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Receiving the room you expected.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Ability of the staff to anticipate your needs	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Cleanliness of the guest room	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Condition of the guest room furnishings.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Cleanliness of the hotel	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Condition of the hotel furnishings	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Quality of the food	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Receiving a fond farewell when you checked out	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

How likely are you to recommend this [redacted] to friends or associates..

If you travel back to the area, how likely are you to return to this [redacted]

Did you experience any problems during your stay?
 Yes No

If you reported any problems, how satisfied are you with the resolution.....

▼ VERY SATISFIED
 ▼ SOMEWHAT SATISFIED
 ▼ NEUTRAL
 ▼ SOMEWHAT DISSATISFIED
 ▼ VERY DISSATISFIED

Comments:

Please suggest any service, product or amenity you would like added, or please let us know which exceptional ladies and gentlemen have made your stay more memorable.

Hotel Code: 0037

6-6635C (06/04)

**Please rate your satisfaction
with each of the following:**

Overall satisfaction with this
experience

Receiving a warm and sincere
greeting upon arrival

Staff greeting you by name

Staff remembering you as a
regular guest

▼ VERY SATISFIED

▼ SOMEWHAT SATISFIED

▼ NEUTRAL

▼ SOMEWHAT DISSATISFIED

▼ VERY DISSATISFIED

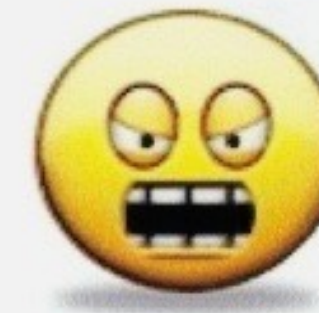
Don't make people think too hard
about YOU.



THE CALLAHAN TRUCKING COMPANY NON-SURVEY



Please check the face that best describes how we treated you.



How did you feel after doing business with us?



**Allow People to Use
THEIR OWN WORDS.**



SYLVAN
LEARNING CENTER®

YOUR NAME kerry

HOW OLD ARE YOU? 5

WHO IS YOUR BEST FRIEND? sophie CAT

WHAT DOES YOUR BEST FRIEND SAY OR DO THAT YOU LIKE?

SHE PUTS HER
BUTT IN THE AIR
WHEN SHE WANTS
A NEW BOY FRIEND



Ross
Shafer

**If you want to contact me
after the meeting...**

A.J. Dowers

PHONE: (202) 721-7667

EMAIL: AJ.Dowers@LAuthorities.com