



Ross
Shafer

If you would like me to visit
your company...

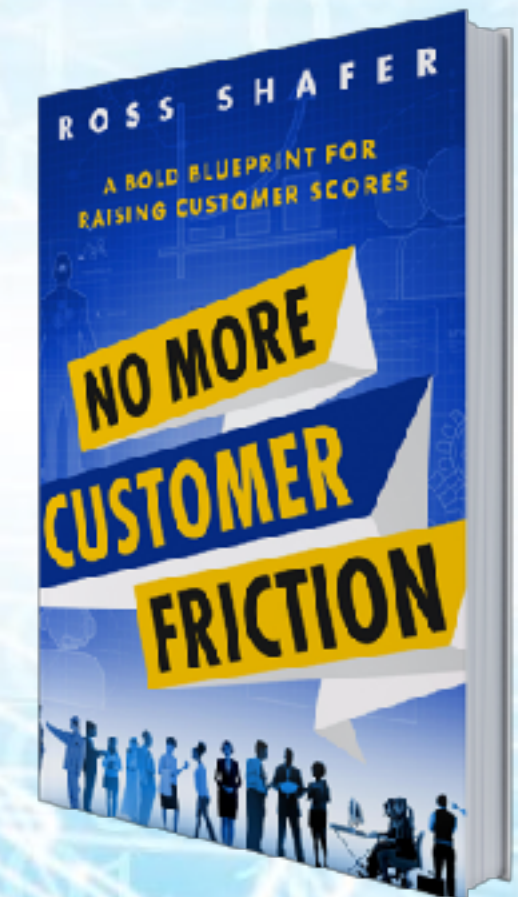
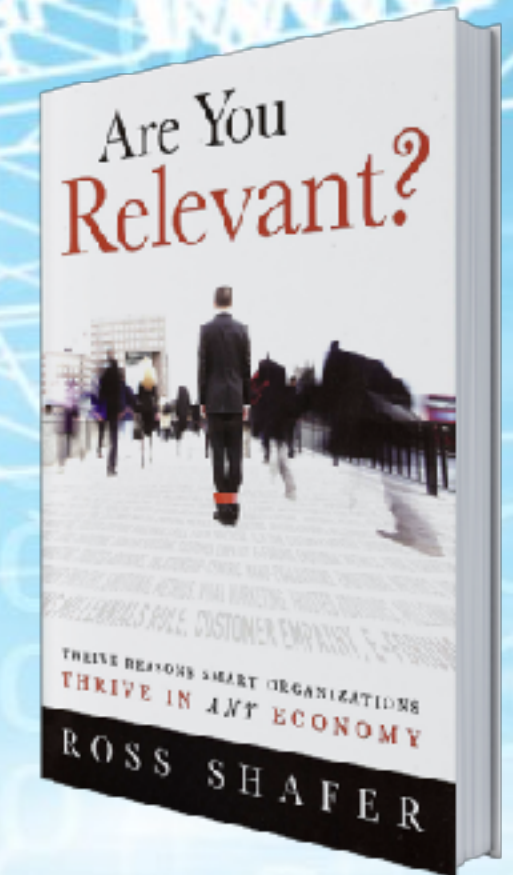
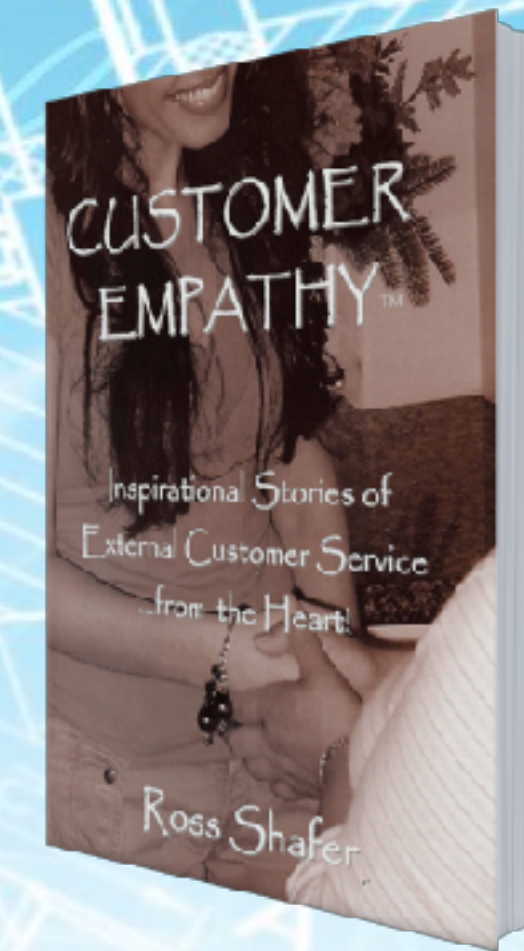
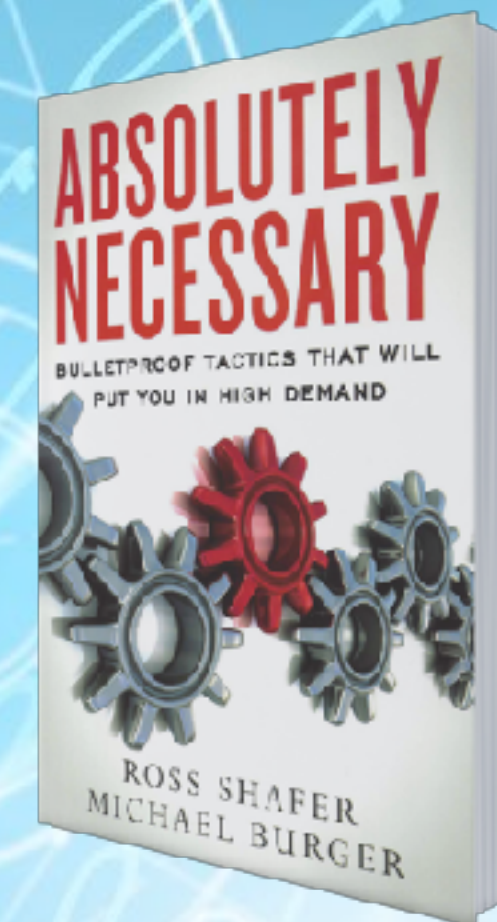
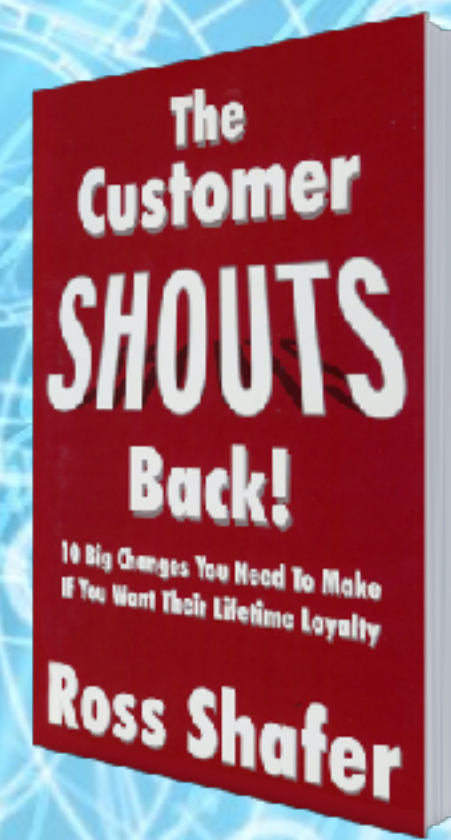
CONTACT:

Keila Hine 800.443.9979

Keila@conventionconnection.net

Future-Proofing Your Organization

by Ross Shafer



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 several streams of binary code (0s and 1s) in a lighter blue color, creating a digital or data-driven aesthetic.

What I'm Not...

CURRENT:
Knowing
Skinny
Jeans are
Popular





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

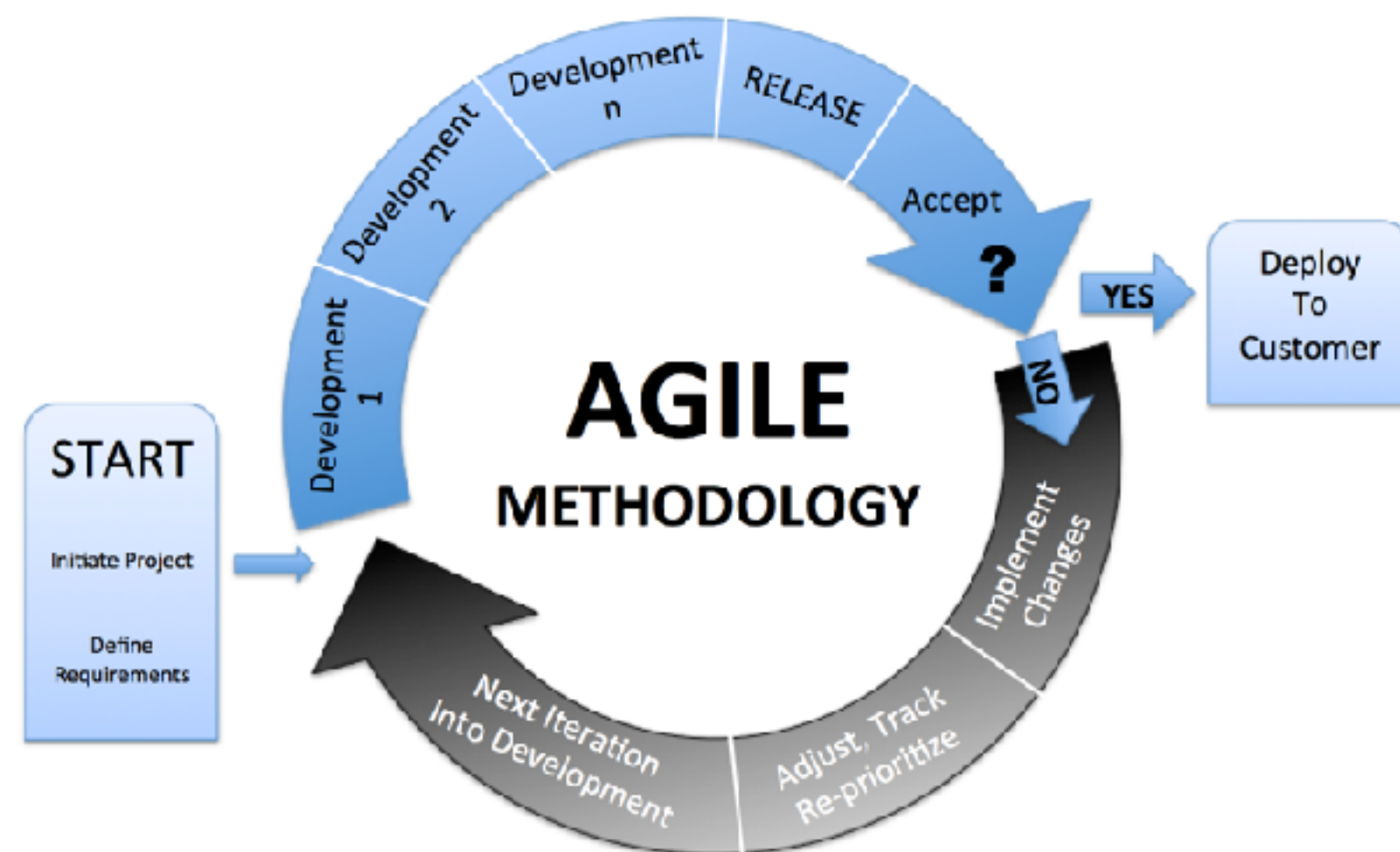
Ross Shafer





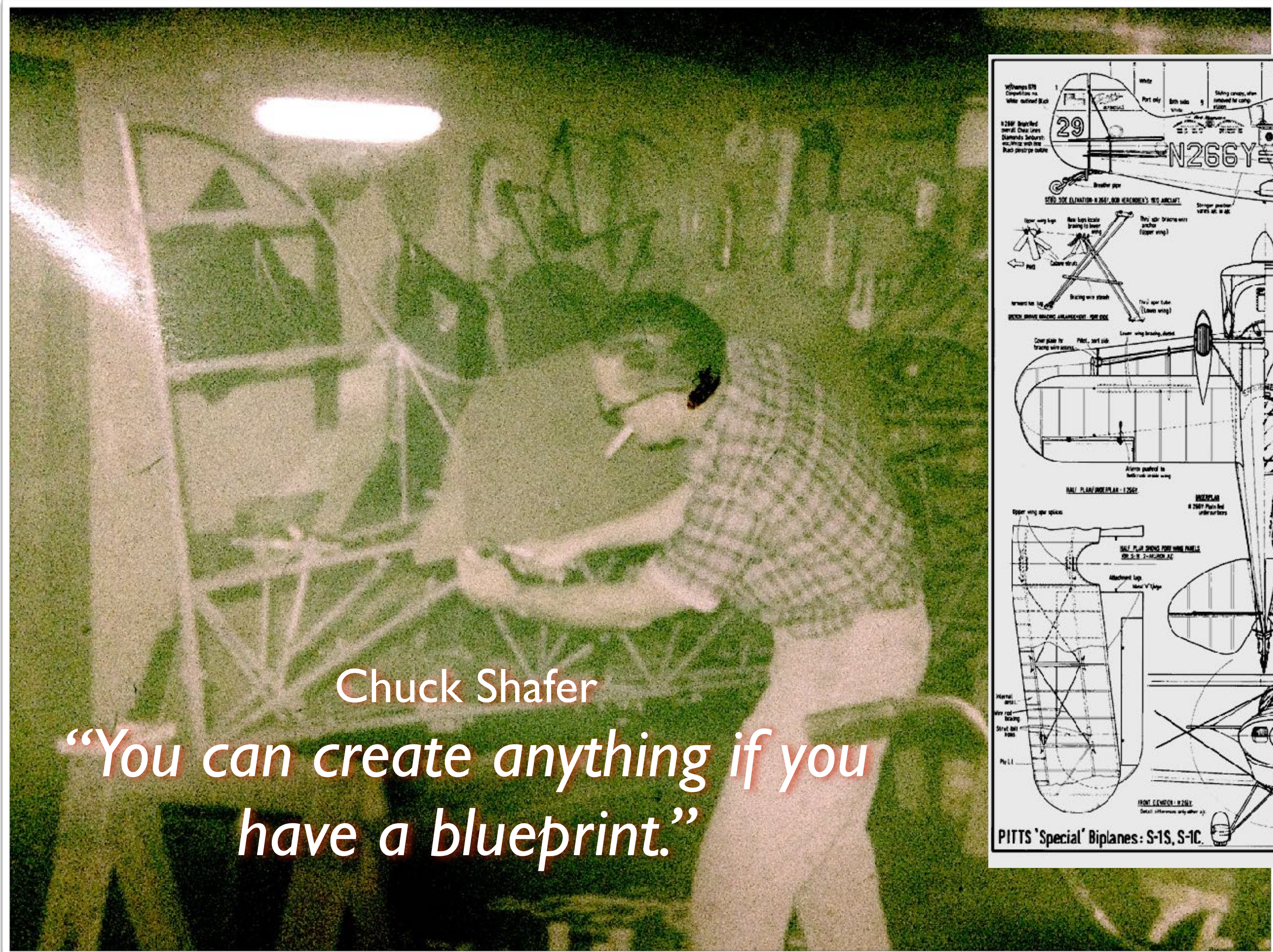


Ryan Shafer



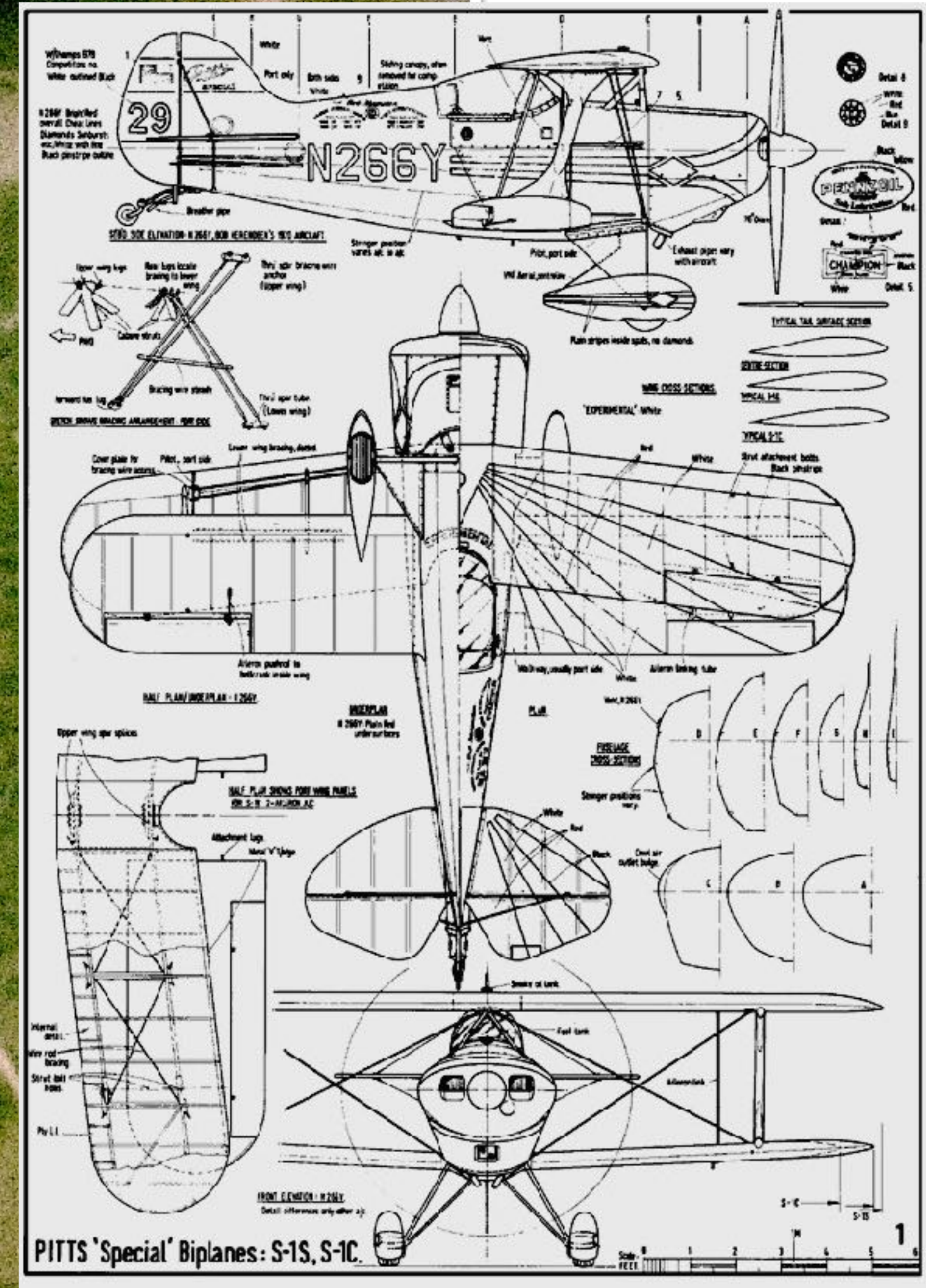
**Where do YOU Find the Inspiration to
Keep Exploring New Worlds?**





Chuck Shafer

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



Maiden flight - May 1971



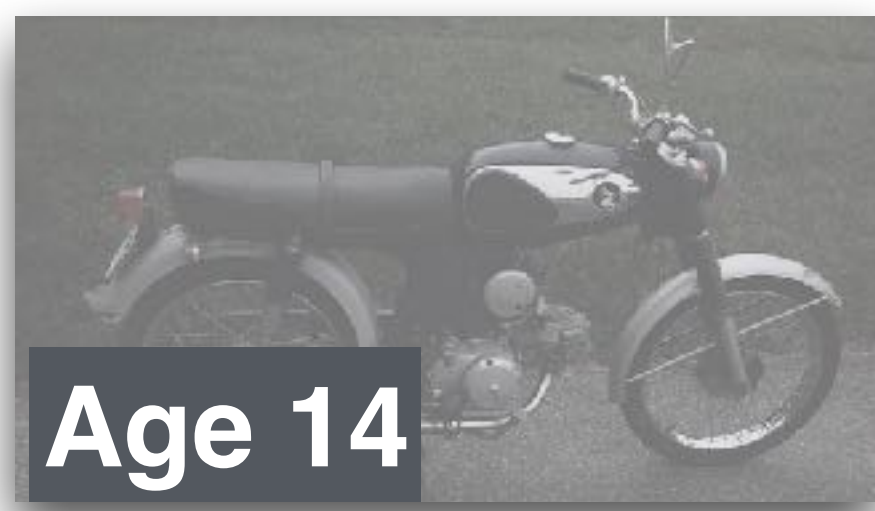
“Fear is the enemy of success”

CHUCK SHAFER

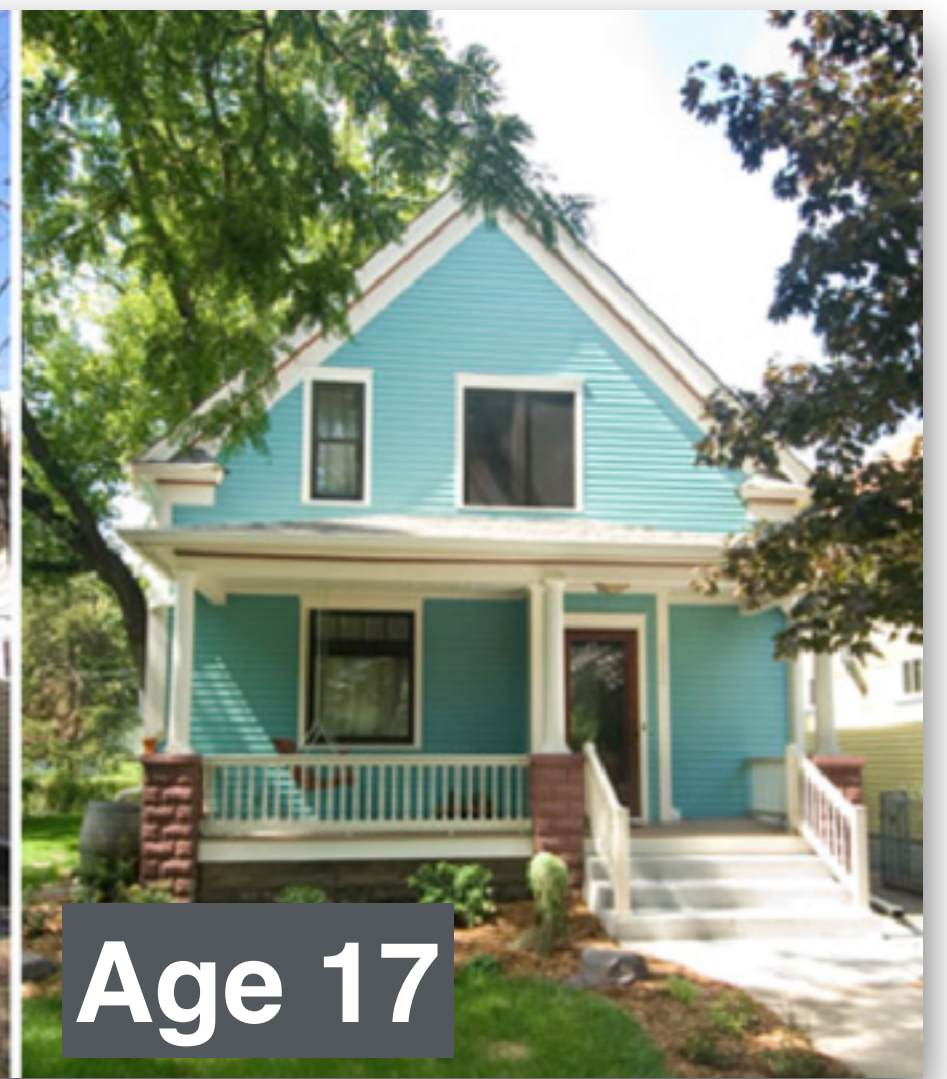




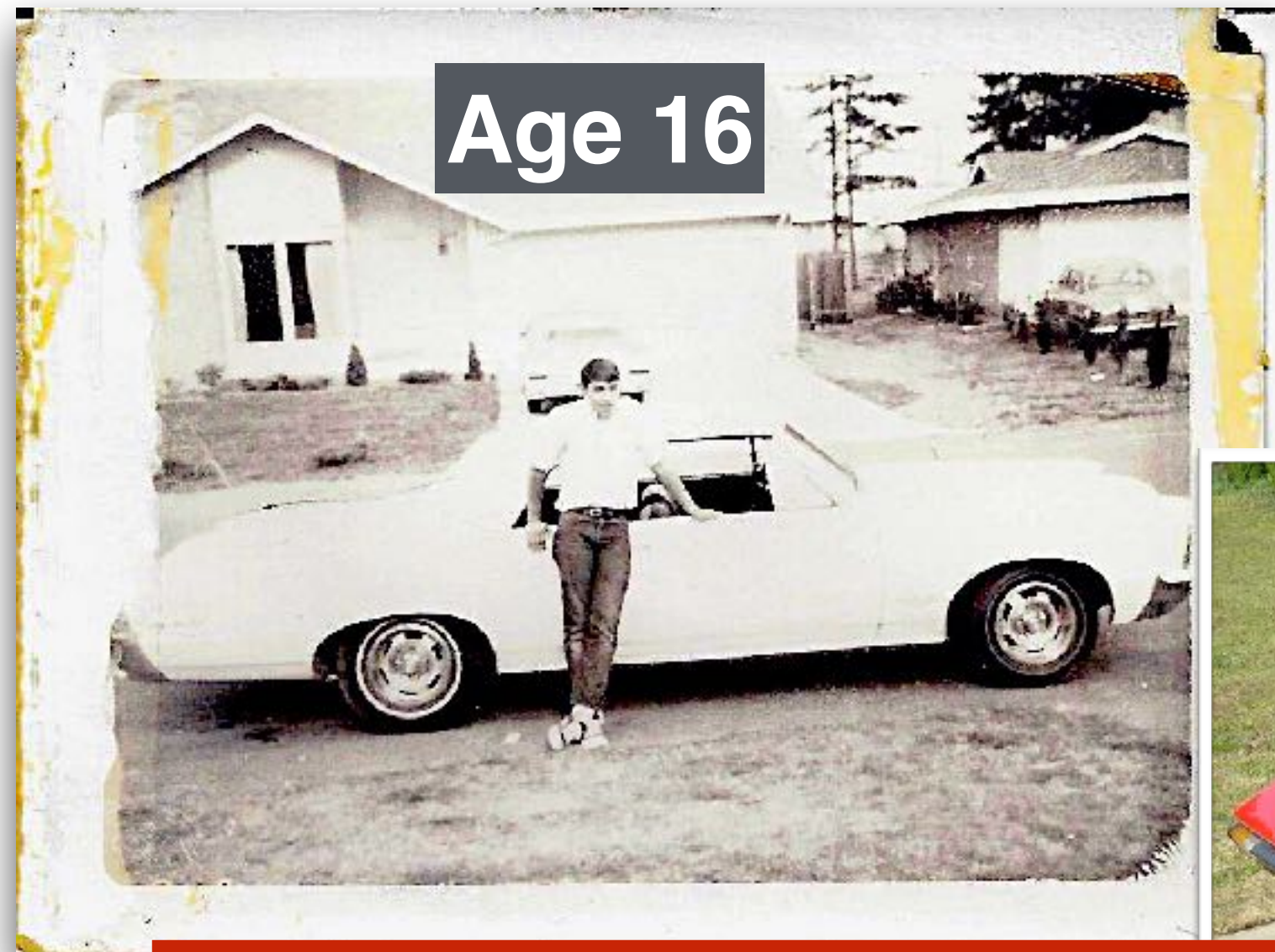
Age 13



Age 14



Age 17



Age 16



Age 29



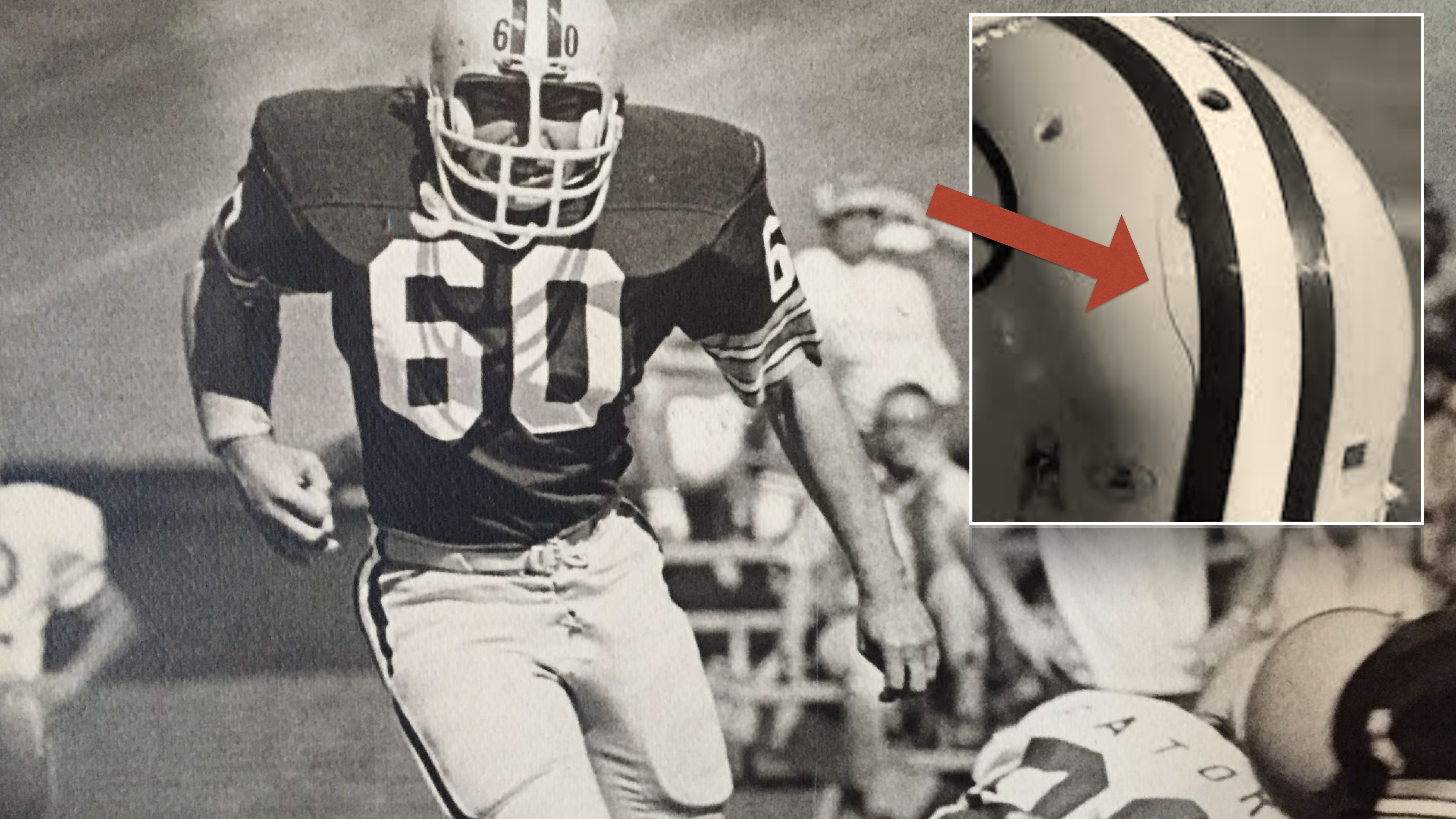
Flipping Homes



Age 19

Flipping Vehicles







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



Restaurants/Food Service



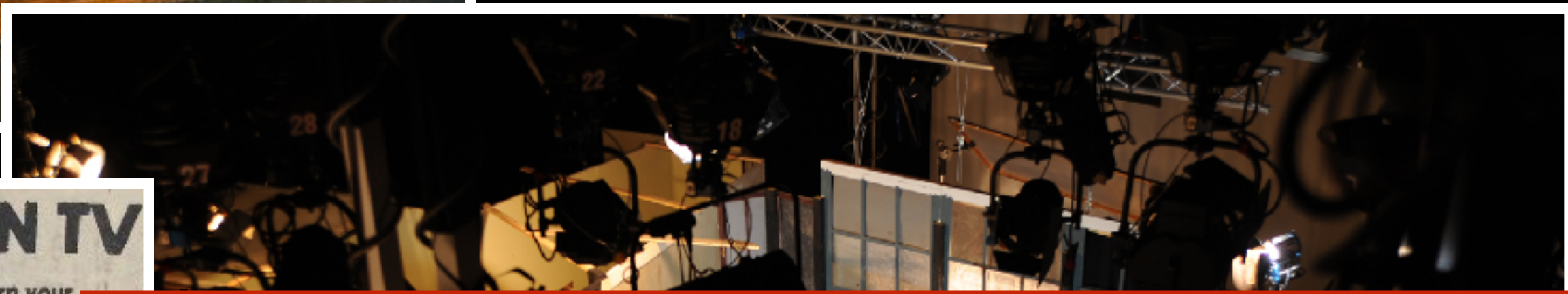
Retail Clothing



Photography & Product Marketing



Building Industry



Flipping Broken Companies

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.

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

119 Hi Ho Shopping Center Puyallup, Wash. 98371

STUDIO in Puyallup



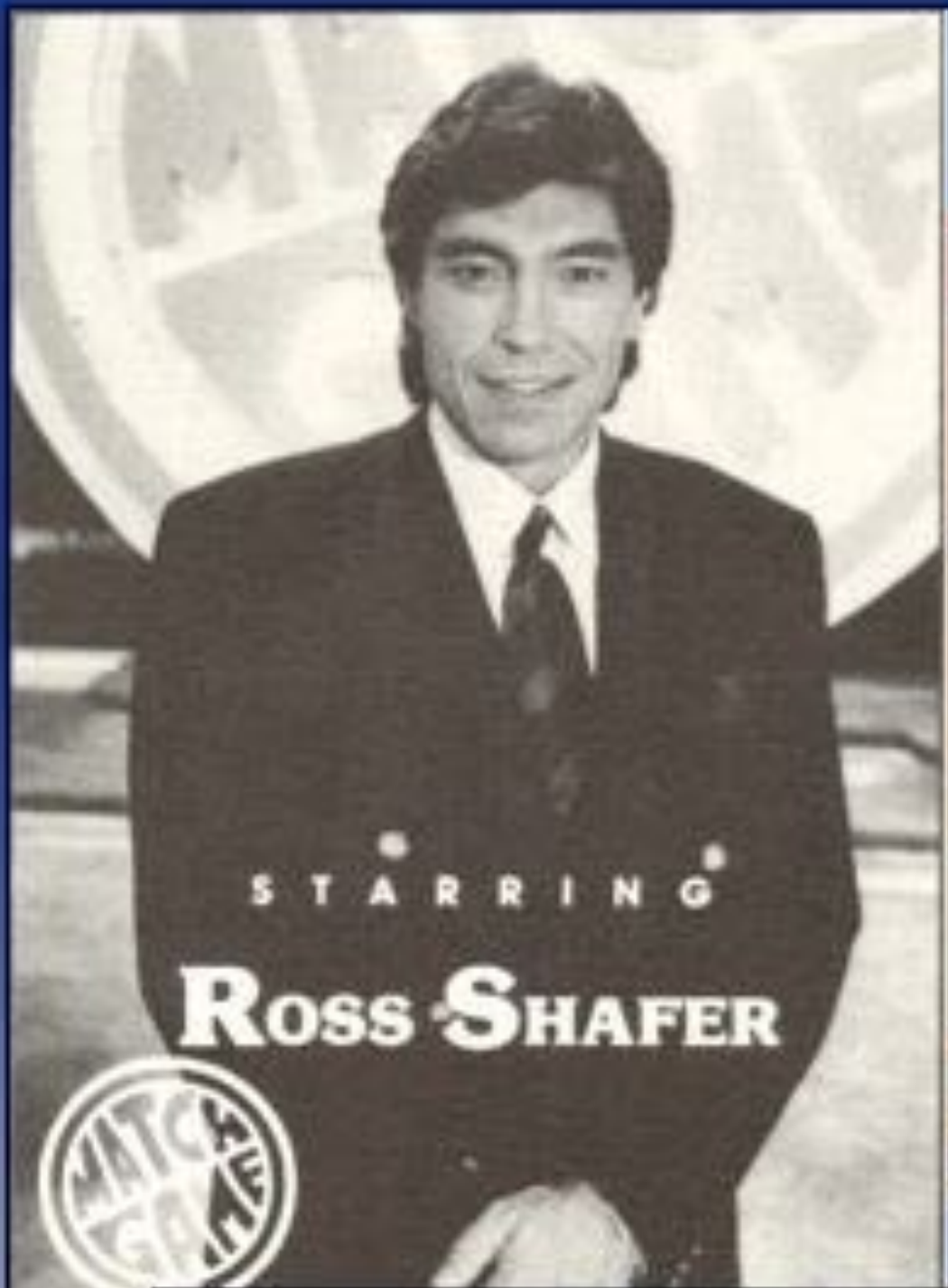

TV & Film Production



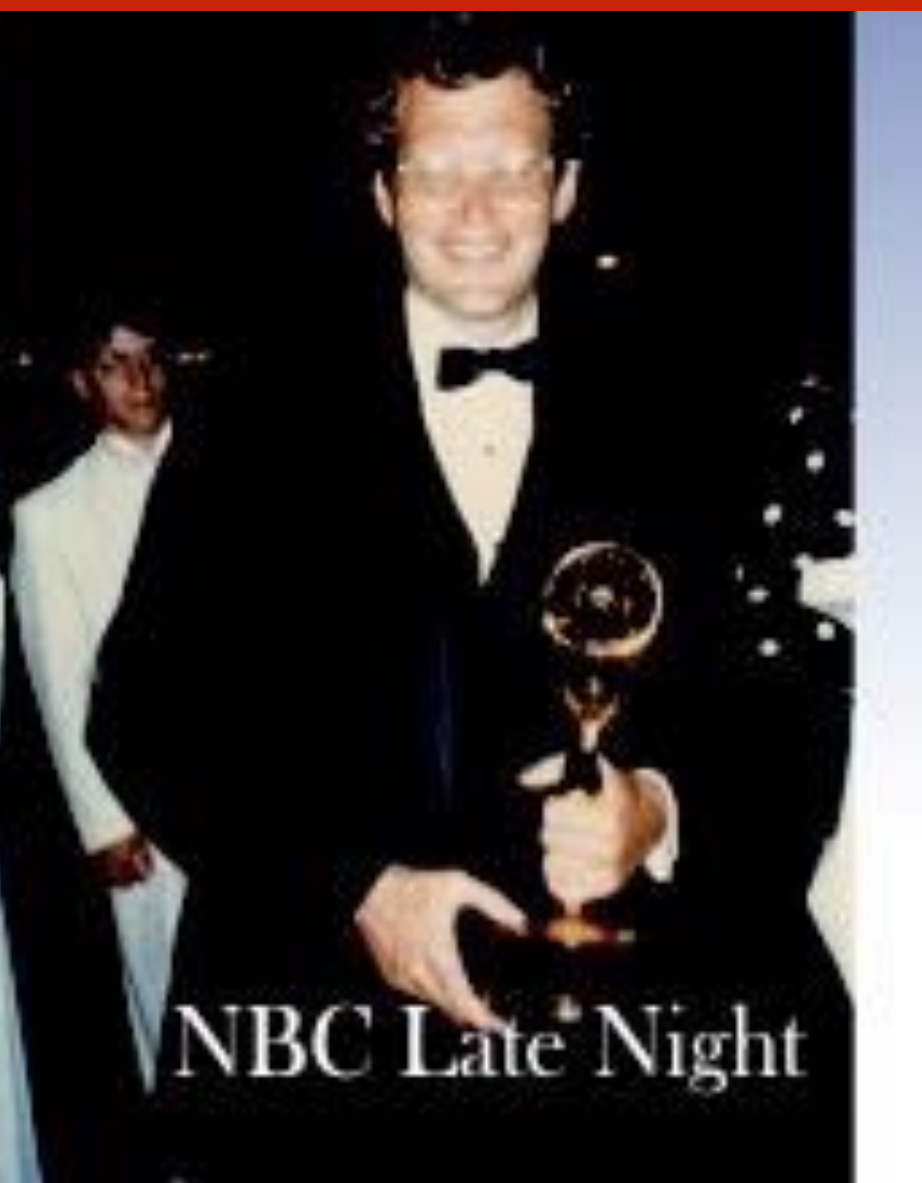
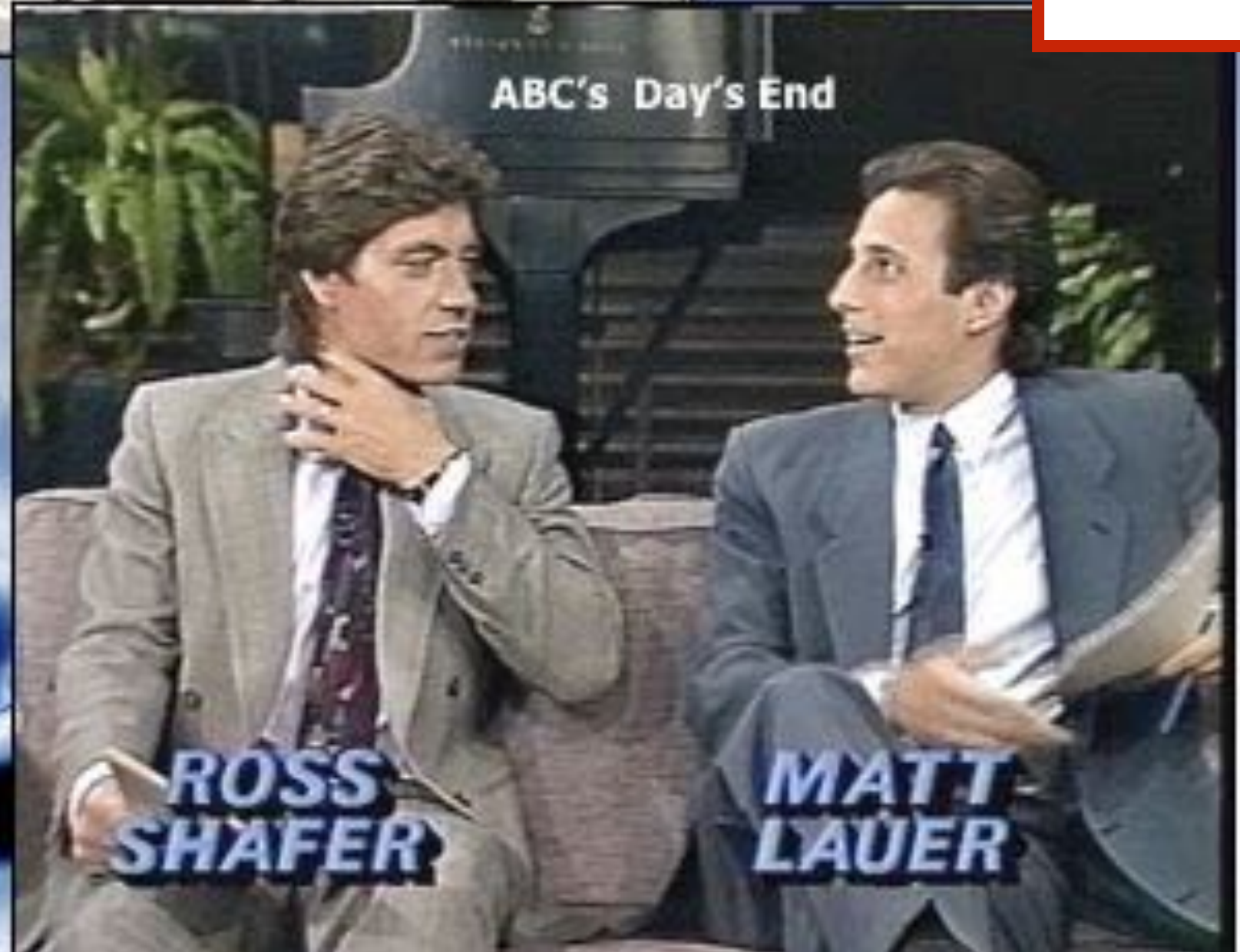
A silver microphone on a black stand is positioned on the left side of the frame. The background is a vibrant red curtain with vertical folds. The text 'STAND UP COMEDY' is written in large, white, serif capital letters across the center-right of the image.

STAND UP COMEDY

(I followed a BLUEPRINT for
getting on TV)



Talk & Game Host



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.

**Where will Your
Next Big Idea
Come from?**

Hotel Events

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

January 9, 2019



Group/Event	Room
GENERAL ELECTRIC	
BREAK OUT SESSION A	
Morrow Technologies	Maxis Ballroom
Client Appreciation Lunch	Grand Ballroom 1 & 2

CRASH THE WRONG MEETINGS

Association of Human Nature Convention



[RESERVATIONS](#)

[LOCATIONS](#)

[MENUS](#)

[GIFT CARDS](#)

[BANQUETS & MEETINGS](#)

[ABOUT US](#)

[Restaurant Home](#)

[Make A Reservation](#)

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[Hours of Operation](#)

[Menus](#)

[Corporate Events / Banquets](#)

[Calendar](#)

[In the Neighborhood](#)

[All Denver, CO Locations](#)

[View All Locations](#)







LARAMAR

55,000 UNITS





Idea Harvest

It costs
\$20/person
to join
the meeting

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

**Stakeholders
Judge YOU from
their Other
Experiences**

Comcast
xfinity

amazon

hulu

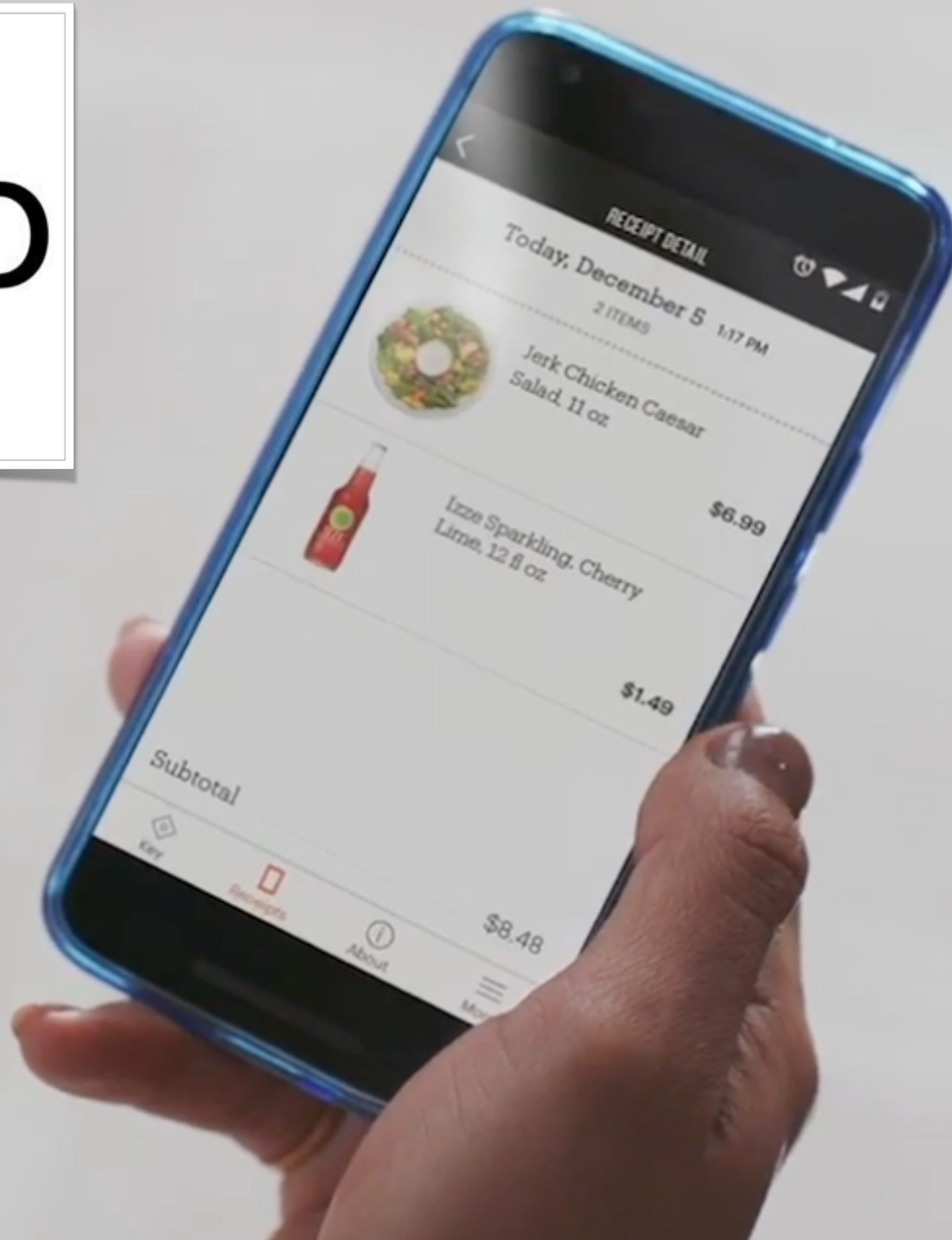
NETFLIX


Google



amazon go

3,000 cashier-less stores



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 patterns of binary code (0s and 1s) in a lighter blue color, creating a digital or engineering aesthetic.

**Eliminate All
Transactional
Friction**

R O S S H A F E R

**THE ESSENTIAL BLUEPRINT FOR
BOOSTING CUSTOMER SCORES**

NO MORE

CUSTOMER

FRICTION





MDLIVE[®]

Virtual Care, Anywhere.

American Well[®]

Teladoc⁺



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



You Don't Have to



Your Customers

Eliminate the



Moments



erases



sources: The Customer Shouts Back - Ross Shafer Consultants, Inc. 'wow survey' 2016



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



TOYOTA

OF PUYALLUP



customer first.



Freshly baked Otis-Spunkmeyer cookies.

CSAT (Customer SATisfaction)



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

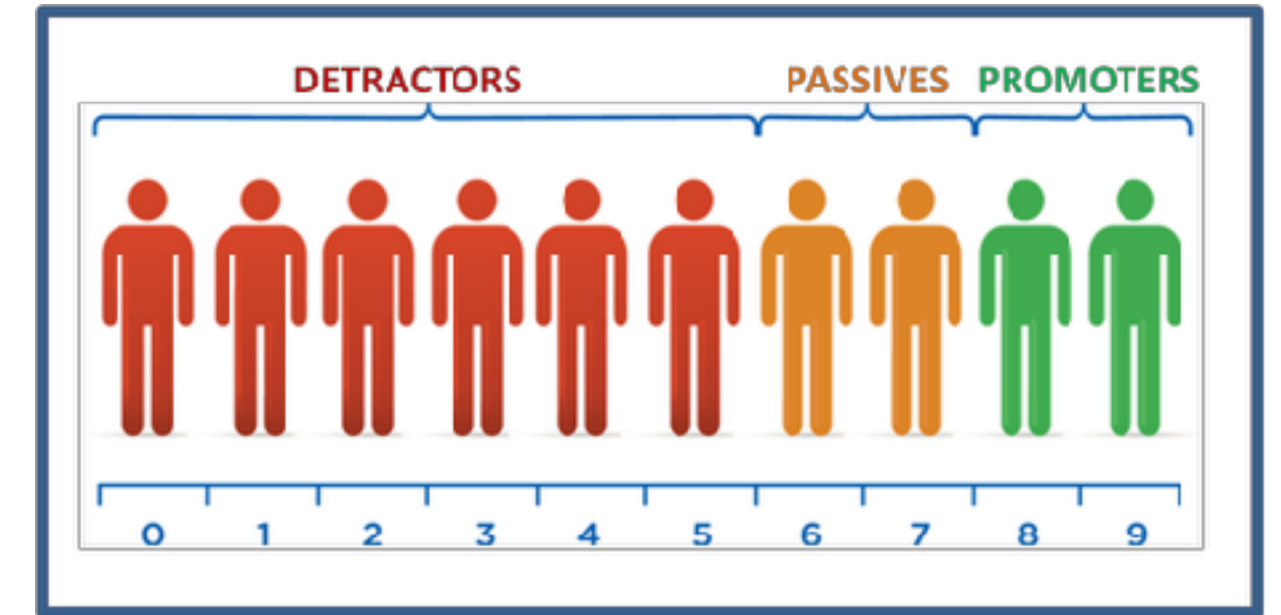
The bigger risk to loyalty is when you fail or disappoint them.”

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)



“While we want customer scores of (9) and (10) ...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.**”

What is the Most Dangerous Threat to Financial Mgmt.?

BTW: It's NOT Millennials






facebook



You Tube



Linked in

 **snapchat**

FOMO



🔍 Find a Therapist (City or Zip)



Susan Krauss Whitbourne
Ph.D.

Fulfillment at Any Age



Is Facebook Making You Depressed?

New research suggests who's at risk for depression from too much Facebook use

Posted Oct 14, 2017

[f SHARE](#) [🐦 TWEET](#) [✉ EMAIL](#) [🔗 MORE](#)

That experience of “FOMO,” or Fear of Missing Out, is one that psychologists identified several years ago as a potent risk of Facebook use. You're alone on a Saturday night, decide to check in to see what your Facebook friends are doing, and see that they're at a party and you're not. Longing to be out and about, you start to wonder why no one invited you,

“Un-Friending” Melt Downs

Mood Swings Based Upon CLICKS & LIKES

DISTRACTION ERRORS AT WORK

CO-WORKER TENSION

Self-Absorbed. Self- Obsessed.

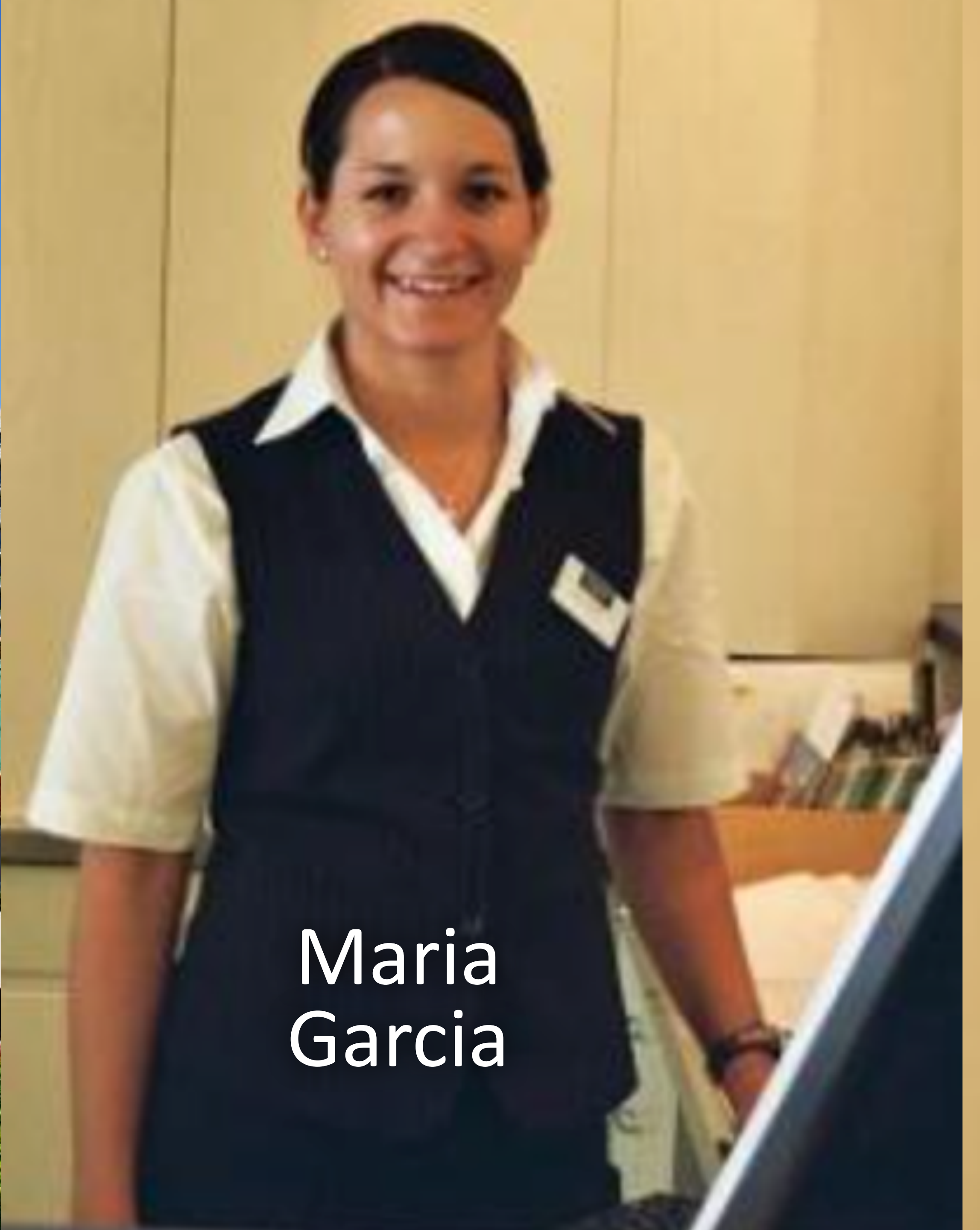
The background is a vibrant blue with a complex pattern of white technical drawings, including architectural plans, mechanical parts, and various geometric shapes. Overlaid on this are vertical columns of binary code (0s and 1s) in a lighter blue color, creating a digital and engineering aesthetic.

**Sometimes
We Can't See
that WE Create
the Problem**



The background is a vibrant blue gradient. It is filled with intricate white technical drawings, including architectural floor plans, mechanical parts, and various geometric shapes. Overlaid on these drawings are streams of white binary code (0s and 1s) that appear to be moving or floating across the scene, creating a sense of digital activity and complexity.

**You Can Reverse
Self-Obsessed
with
Other-Focused**



Maria
Garcia

Pay Extreme Attention to Others

*Living an
Other-Focused™ Life*



Ross Shafer

Garry Poole



BE PROFESSIONALLY CURIOUS

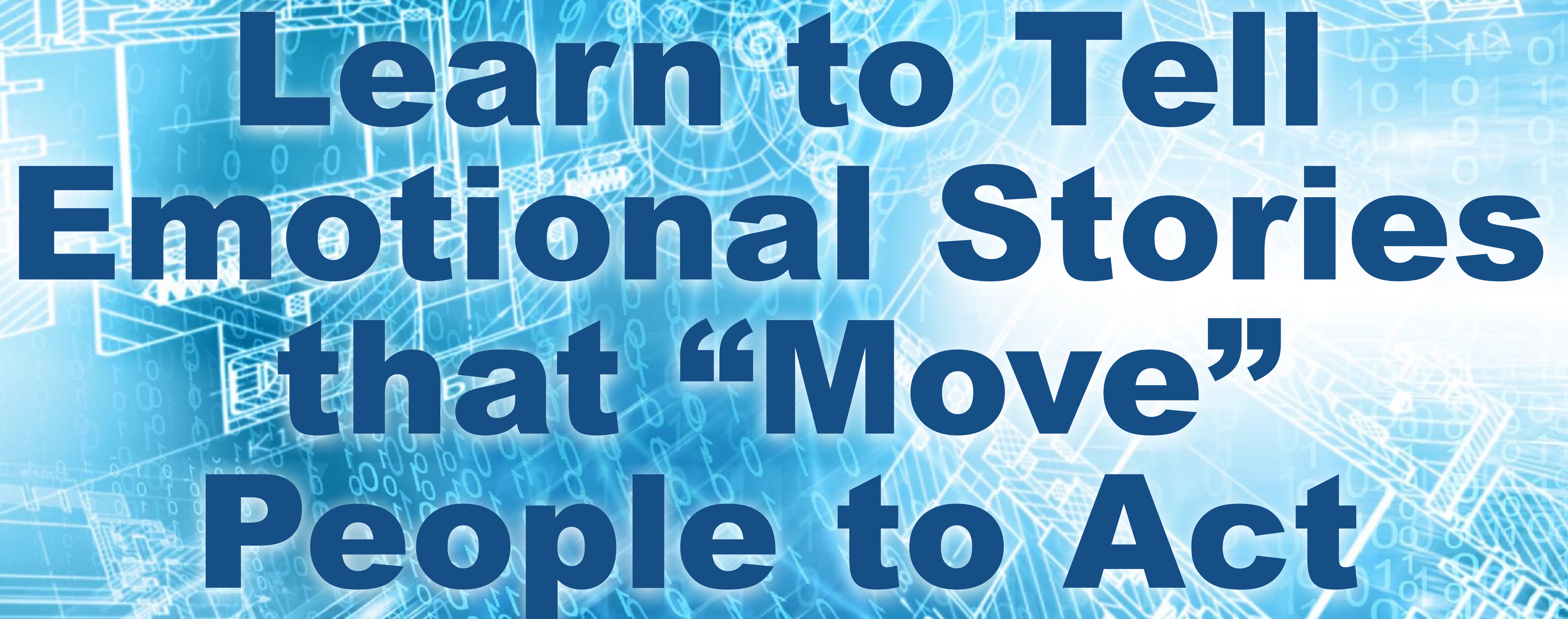




“73% of managers are discouraged by the communication skills of college-age students.”





The background is a vibrant blue with a complex pattern of white technical drawings, including architectural floor plans, mechanical parts, and various geometric shapes. Overlaid on these drawings is a stream of white binary code (0s and 1s) that appears to be moving or flowing across the scene, creating a sense of digital activity and technical precision.

**Learn to Tell
Emotional Stories
that “Move”
People to Act**

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



“...is the ability for a 43-yr old accountant to dress in black leather, drive through small towns, and have people be afraid of him.”





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For Claudine's Closest Friends

Sugar.....2 cups
All Purpose Flour.....2 cups
Buttermilk.....1 cup
Water.....1/2 cup
Baking soda.....1 tsp
Crisco.....1 stick
Butter.....1/2 stick
Eggs.....3
Cocoa powder.....4 Tb
Vanilla extract.....1 Tsp
Pecans (chopped).....1/2 cup

FROSTING

Butter.....1 stick
Cinnamon.....1 Tsp
Cocoa powder.....4 Tb
Vanilla extract.....1 Tsp
Powered sugar.....1 box (16oz)
Pecans (chopped fine+sprinkled on top)

Oven 350 for 30 min.
Pan 13" X 9"



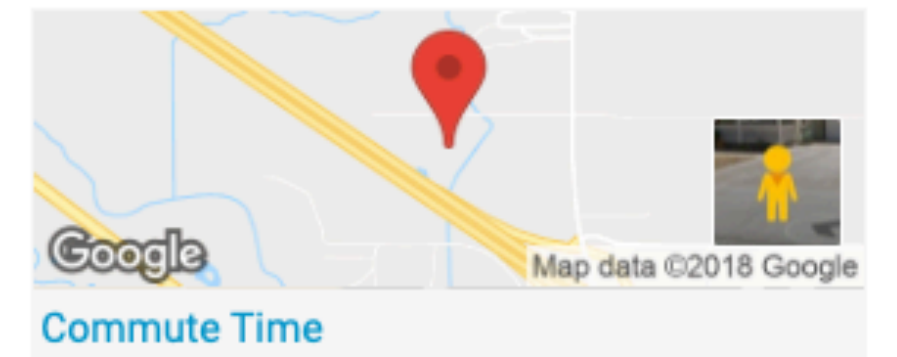
Chuck & Lois Shafer



\$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 her two “G”s...golf and gardening. Each year, their wonderful 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.

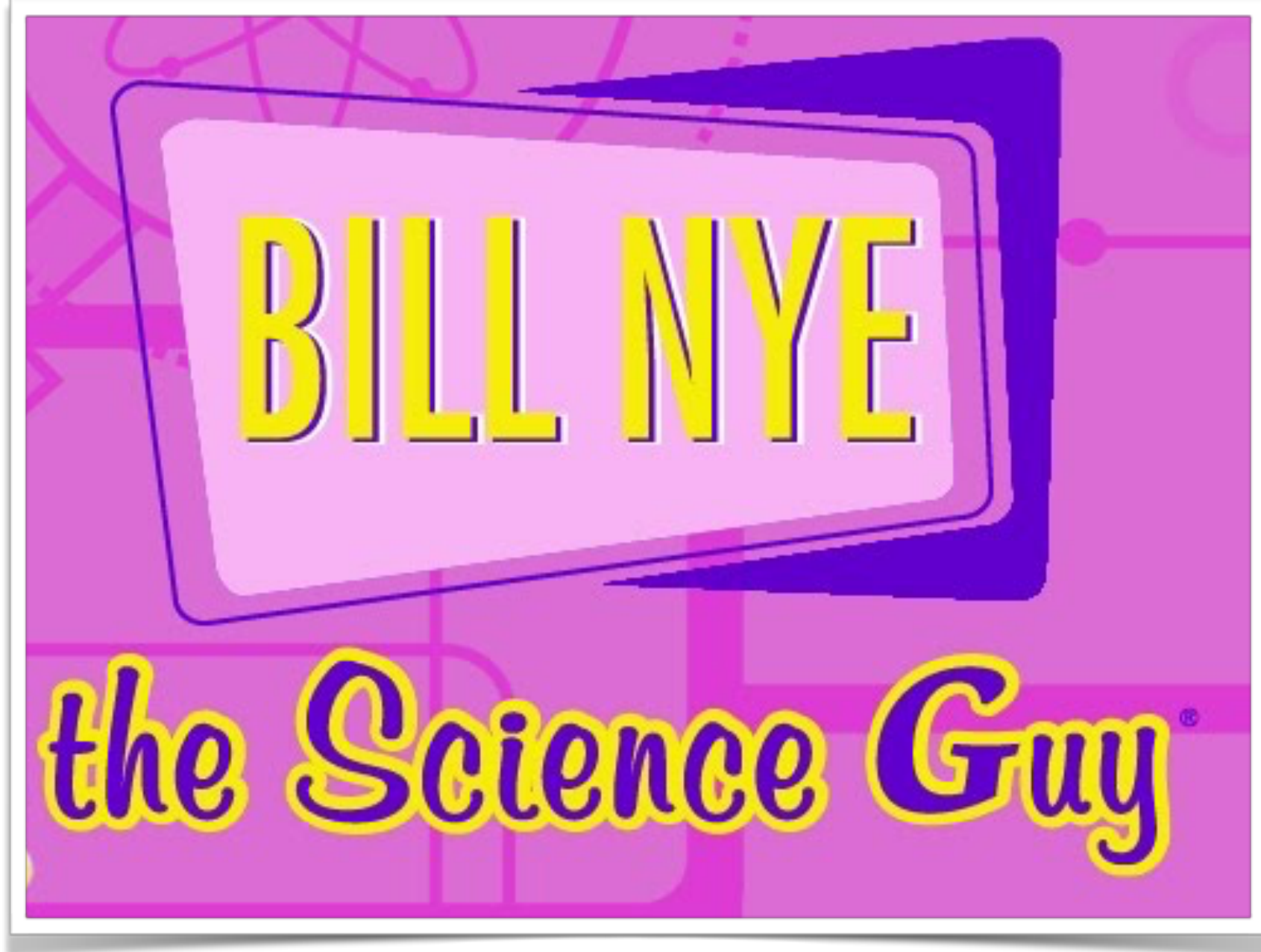
Are you ready to create your own memory-filled life here, too?

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. The overall composition suggests a focus on engineering, technology, and data processing.

**Elevate Your
Superstars
Quickly**

“Not-So-Wild” Willy





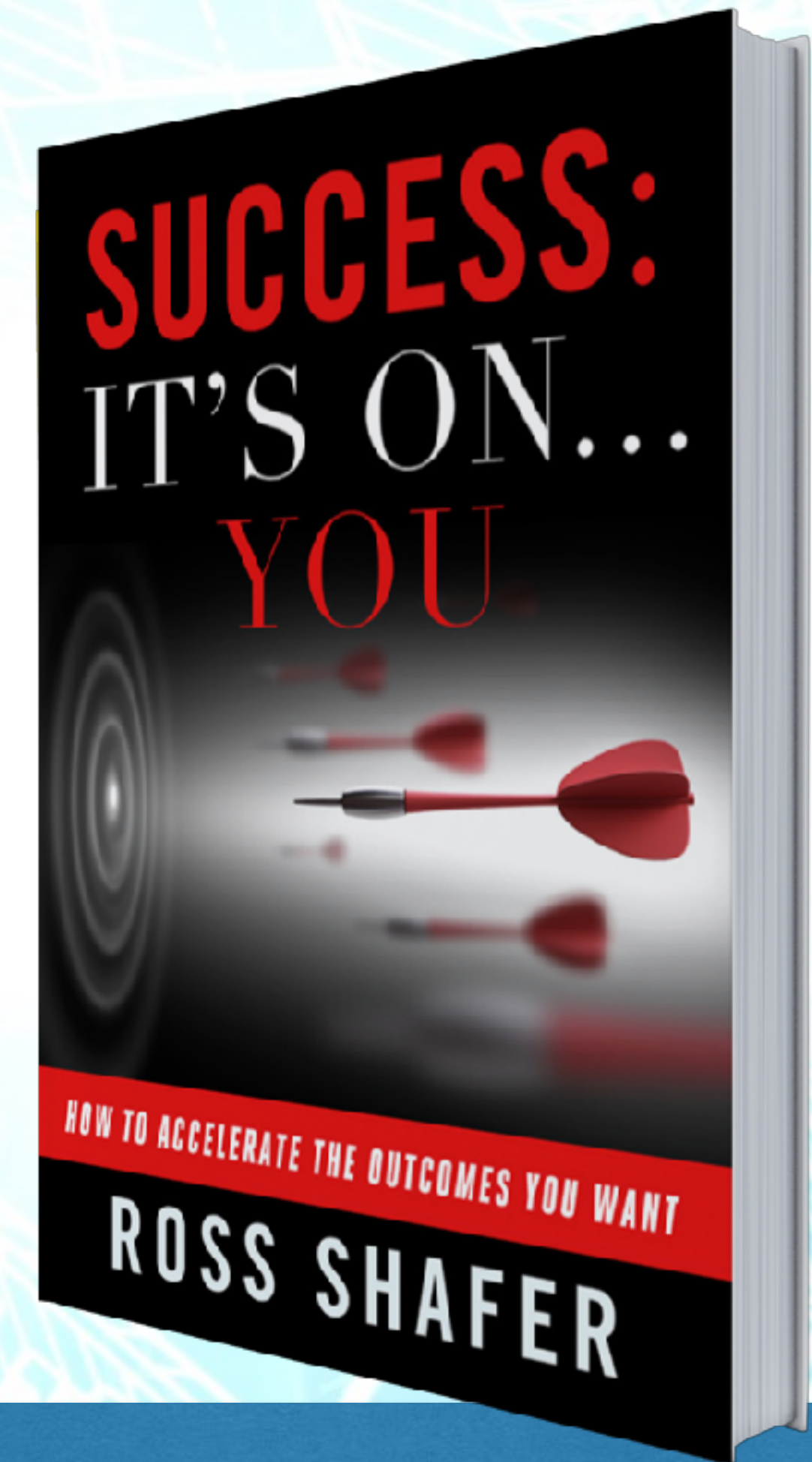
GIVING BACK: FREE RESOURCES

You



The image shows a screenshot of the YouTube channel for Ross Shafer. At the top, there is a profile picture of Ross Shafer, a man with dark hair, smiling. Next to it, his name "ROSS SHAFER" is written in large, bold, red letters, with the subtitle "Funniest Expert on CHANGE" below it. A button says "Visit Ross Shafer's Website". Below the header, there are navigation tabs for "Home", "Videos", "Playlists", "Channels", "Discussion", and "About". A "Subscribe" button is visible. The main content area is titled "Relevant Leaders Club" and includes a description: "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...". Below this, there are several video thumbnails with titles and view counts:

- Why is the Lifespan of a Company only 15 Years?** | Leadership Speaker | Ross Shafer (31 views)
- How to Pitch Your Big Ideas to the Boss** | Leadership Speaker | Ross Shafer (31 views)
- Should You Change Your "Leadership" Persona?** | Leadership speaker | Ross Shafer (68 views)
- How Can Leaders Make Better Decisions?** | Leadership Speaker | Ross Shafer (85 views)
- How Can Small Office Financial Advisors Beat The Big Guys?** | Leadership Speaker | Ross... (62 views)



Download (2) Free e-Books

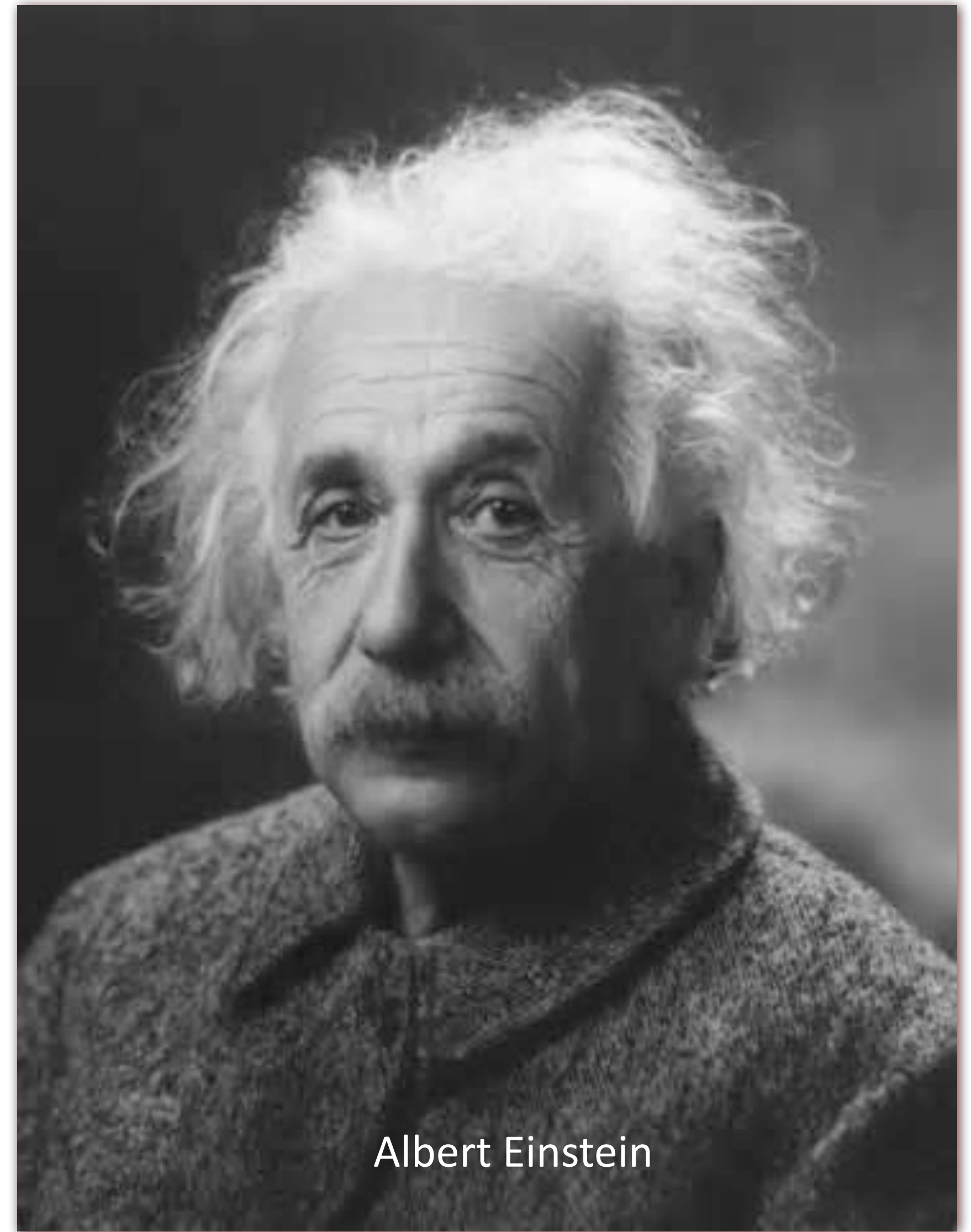
www.RossShafer.com

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Offer Wisdom

**“This work will be exhausting
sometimes.”**

“The world’s greatest achievements were accomplished by tired, discouraged people who just kept on working.”



Albert Einstein

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**Provide Ongoing
Encouragement**





Ross
Shafer

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your company...

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Keila Hine 800.443.9979

Keila@conventionconnection.net