The following PDF contains the copyright protected highlight notes from Ross Shafer's presentation for the Emergent Conference Dec. 11, 2015 in Colorado Springs. The videos are <u>not</u> included in this document as they are proprietary and/or licensed. These notes are intended for your personal reference only and may not be reproduced or used in any other LIVE or RECORDED presentation.

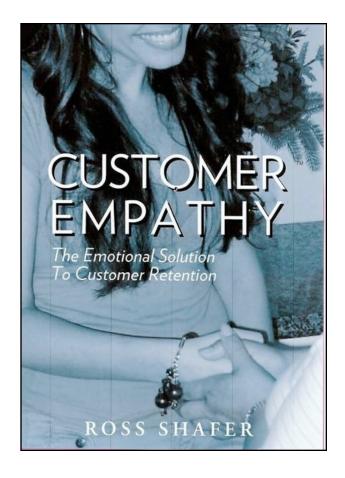
RossShafer.com

If you would like to book Ross Shafer... **CONTACT: Helen Broder (910)256-3495**









The Customer Back!

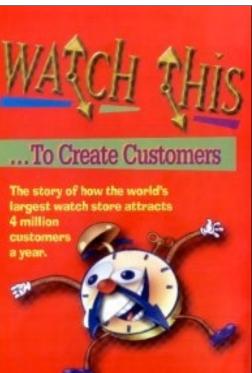
10 Big Changes You Need To Make If You Want Their Lifetime Loyalty

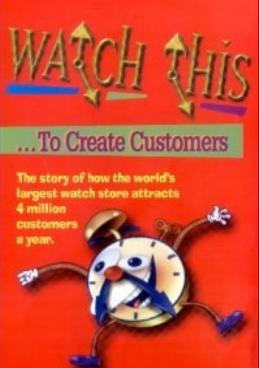
Ross Shafer

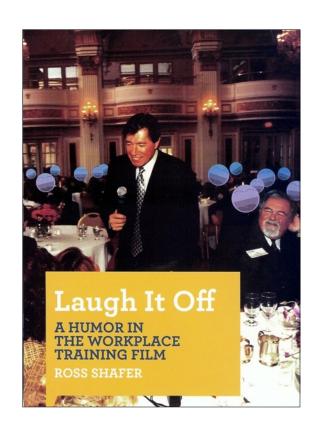
NOBODY CHEESE!

How to Ignore the "Experts" and Trust Your Gut

Ross Shafer



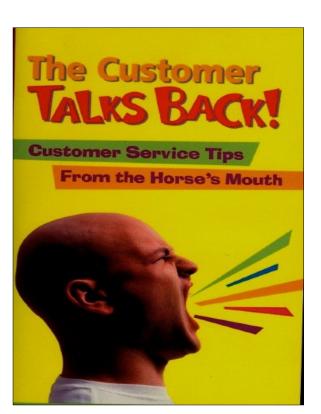


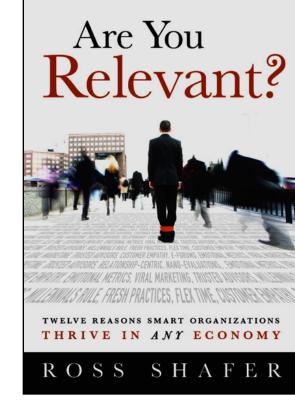


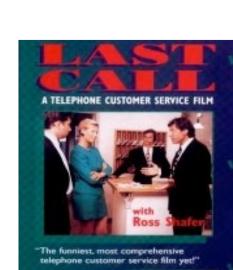
ROSS SHAFER PRESENTS... Many Нарру Returns Program on Customer Service "And all the stories are true!"

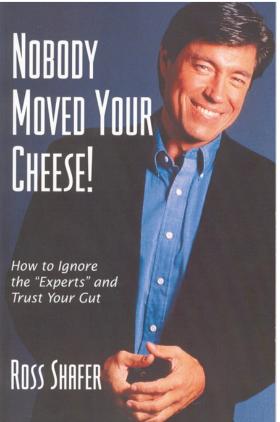


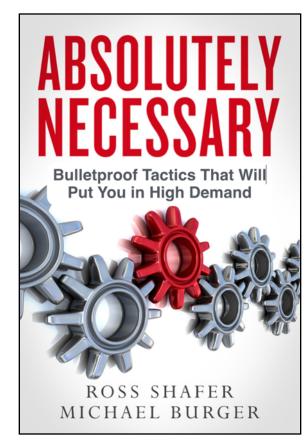
DEO TRAINING INC./ROSS SHAFER PRODUCTIONS

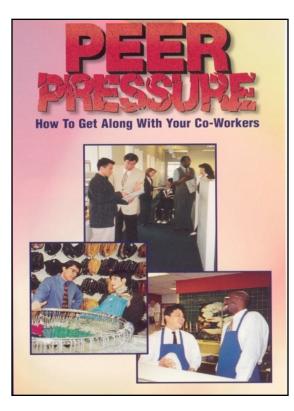


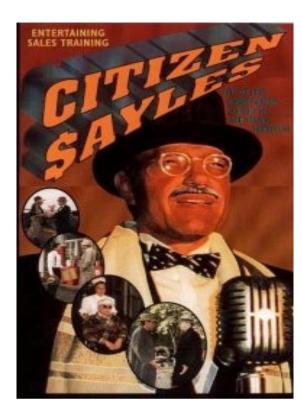


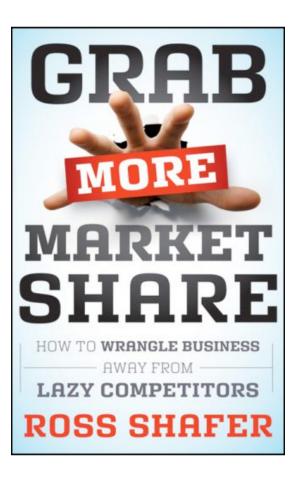


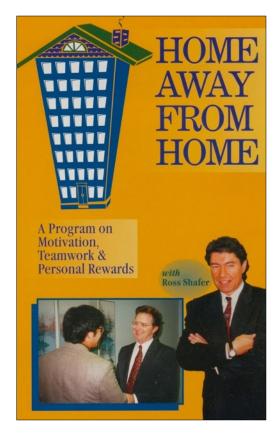


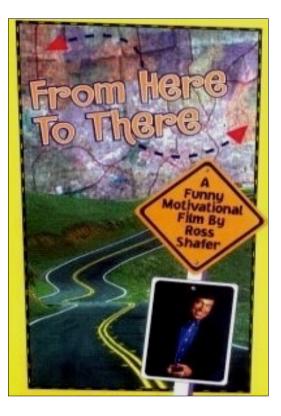










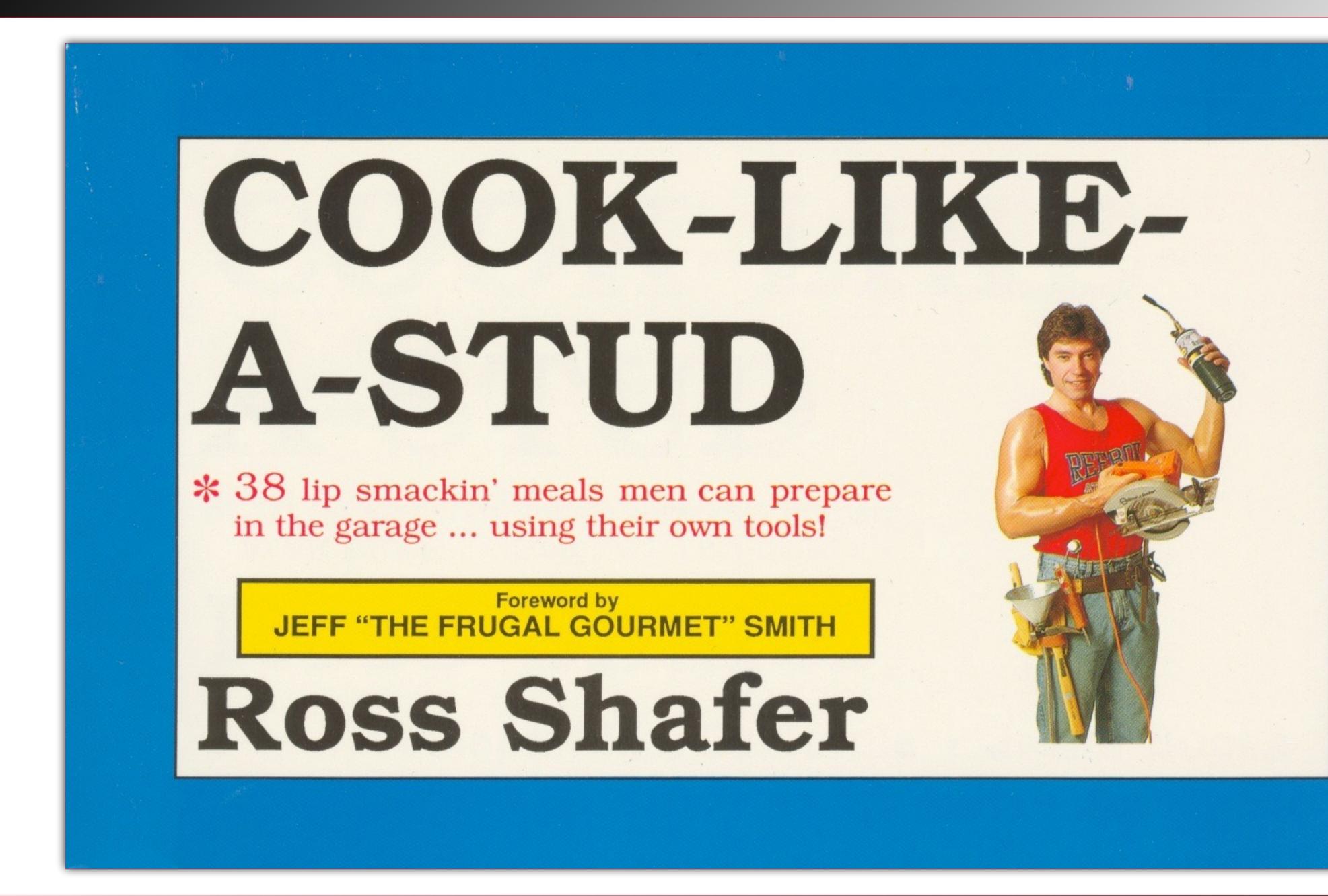














It's NOT who you know.

It's NOT who you know. It's who knows <u>YOU</u>.

So, how do you become "Known?"

"Find Your Song. Sing Your Song." Ray Hughes

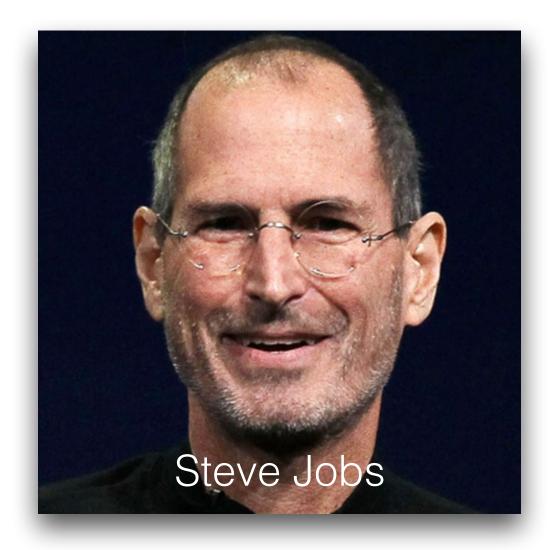


"I'm preserving the past and forging the future.



Jake Weidmann

Want More Joy? Be an Artisan.









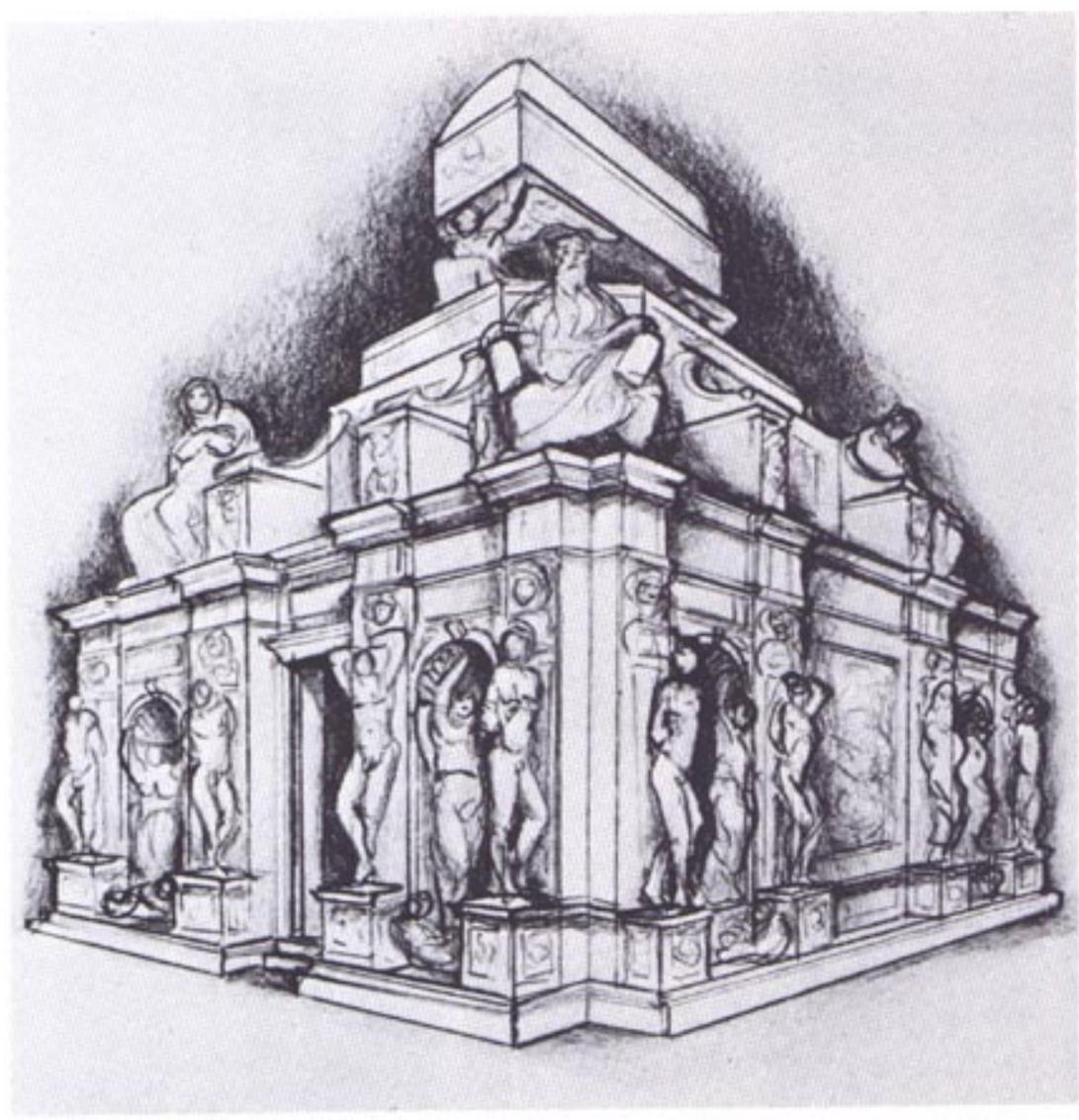








Pope Julius II Tomb - 1505



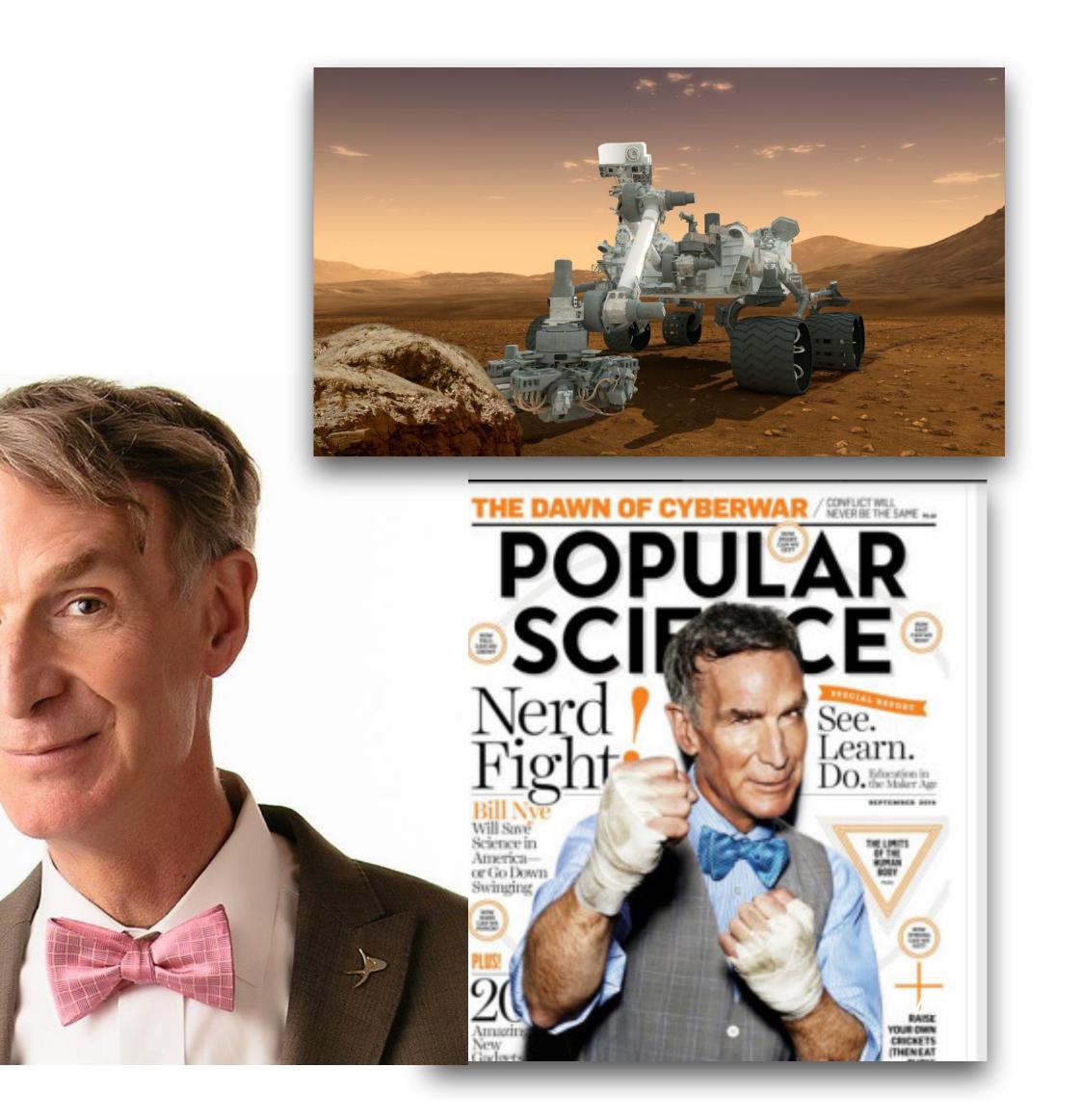


1,127 Free Throws in a Row



Help Others Find THE ARTISAN in Themselves









Women Buy Everything!

85% of <u>ALL</u> CONSUMER & B2B PURCHASES. 93% of OTC Pharmaceuticals 92% of Vacation & Business Travel Decisions 91% of New Homes, Remodels, & Building Design 89% of Investment Services & Bank Accounts 86% of I.T. Infrastructure Decisions at work 80% of Healthcare & Dental decisions 73% of New Cars --- (45% of Light Trucks & SUV's)

Sources: Vertis consumer focus study. Consumer Electronics Assn. U.S. News & World Report. A.T. Kerney. SheConomy.com. Proctor & Gamble. WomenDriver.com. Primetime Women. Mass Mutual Group. Catalyst.org.

- 91% of Consumer Electronics (TV's, phones, tablets, computers)

She-Commerce

RossShafer.com

source: Mass. Mutual Financial Group

"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."

RossShafer.com Source: Fleishman-Hillard Research Group - New York

"92% of women will pass along information re: quality and value to their friends....recommending to an average of 21 other people."



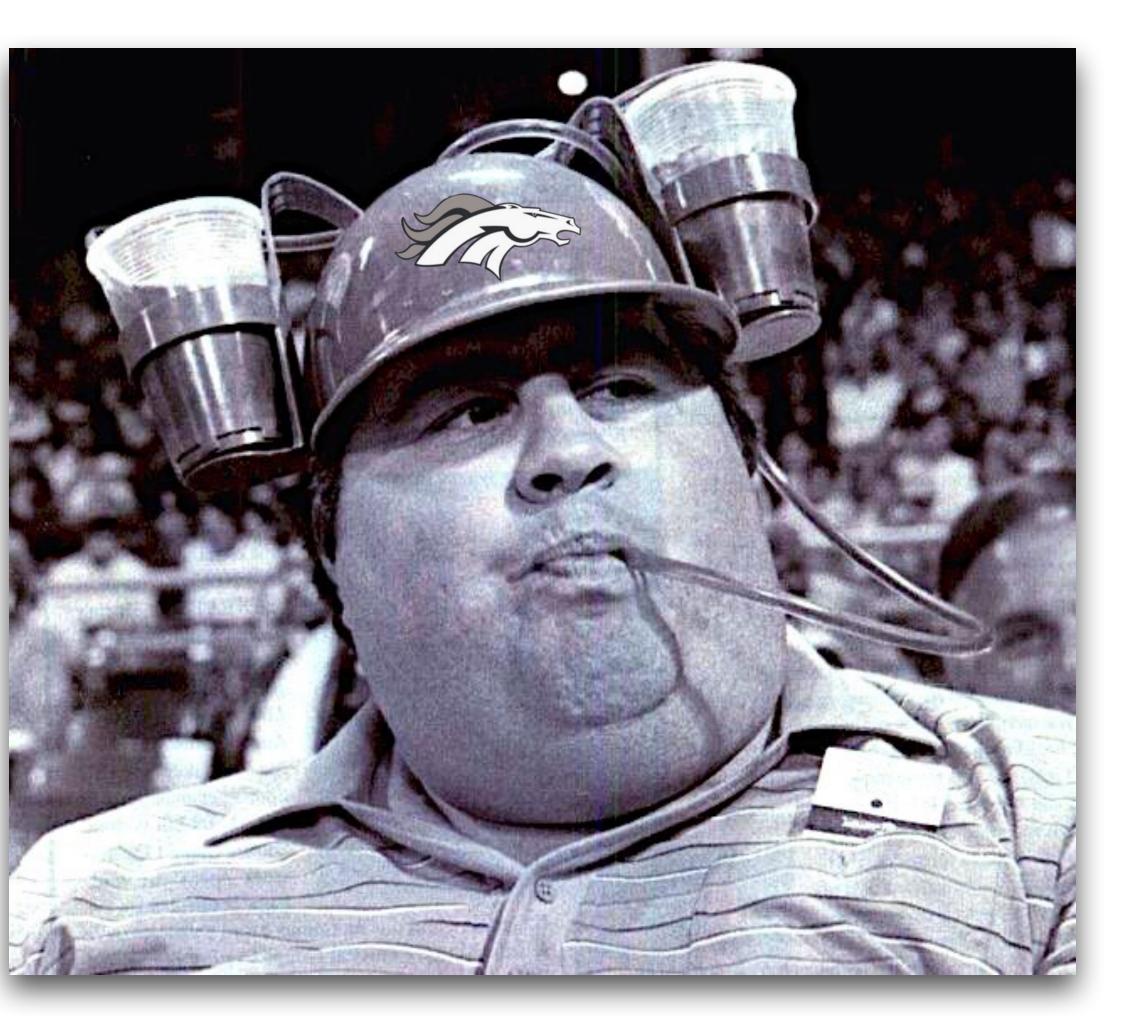
(not counting social media)

RossShafer.com Source: Mindshare - Ogilvy & Mather Marketing



"Men only recommend to 2.6 other people."

RossShafer.com *EVEolution- The 8 truths of marketing to women – Faith Popcorn





Peripheral Vision Prevents Injury



RossShafer.com



Brock Osweiler sees (3) receivers <u>AND</u> "the rush"







Fairmont Mayakoba, Cancun Mexico

RossShafer.com

12-11





Chief Trending

TREND SPOTTING SITES

<u>http://www.springwise.com</u> (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-GCYIYQ7wl (Business Wire & Forrester Research)







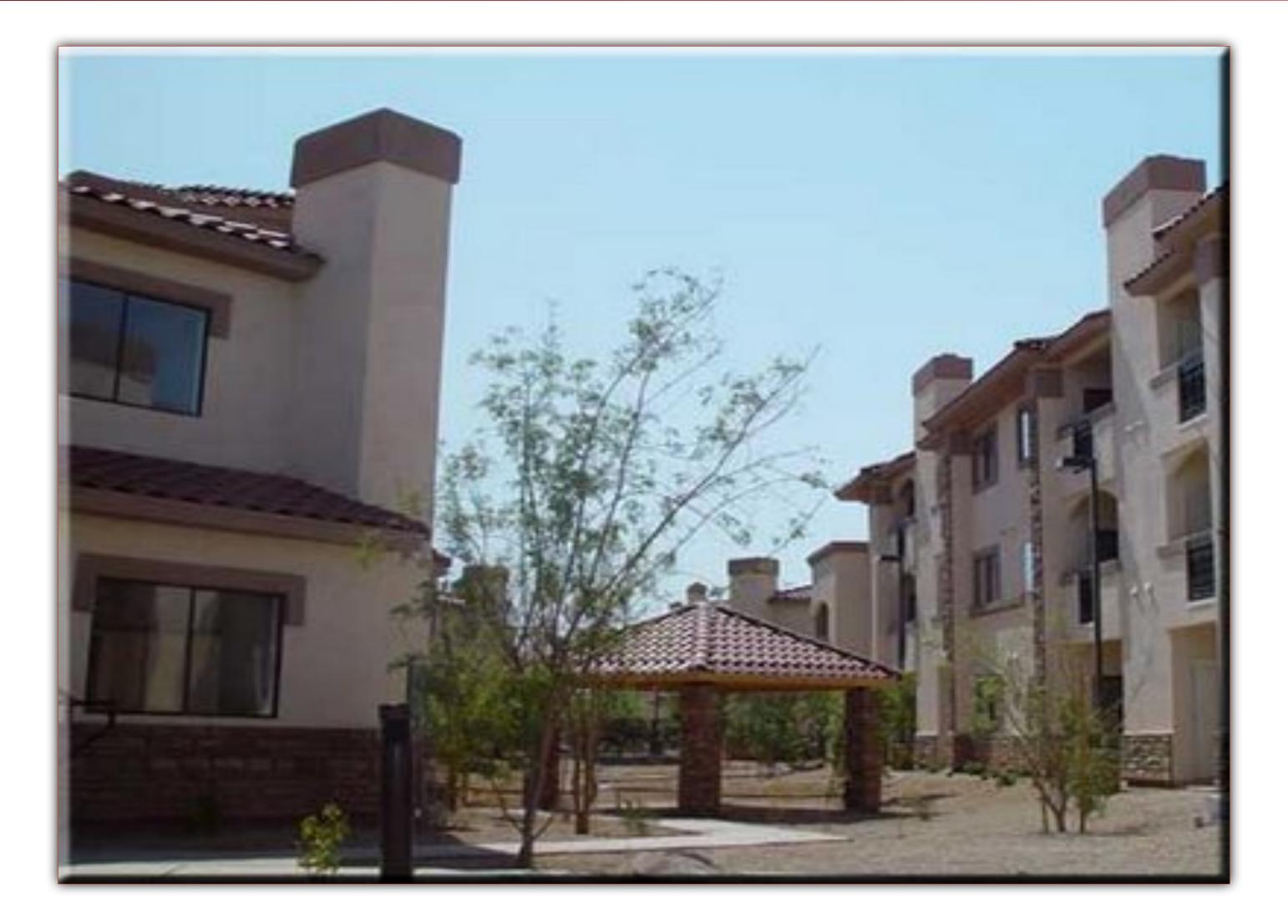


HOTELS & RESORTS



34% growth for the past six years.





Laramar Apartment Homes - 55,000 units



A 'Top 5' U.S Bank 11% Customers Love The Bank

22% Pretty Satisfied

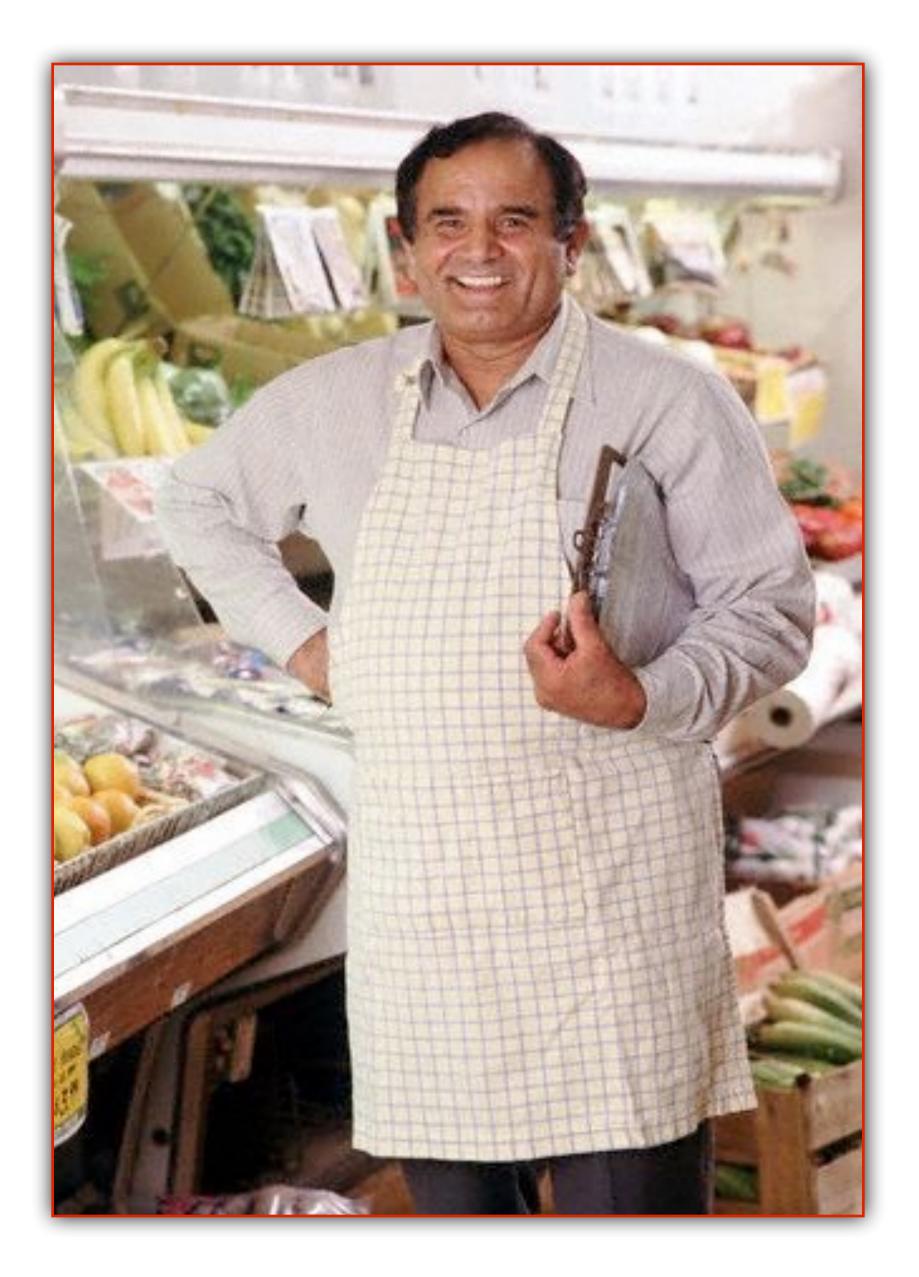
*Gallup case study – Follow This Path

- (Won't go anywhere else)
- 38% Would Switch if Closer Bank
- 28% Not Happy w/ Anything

They Deposit \$8,136 More/Per Customer.

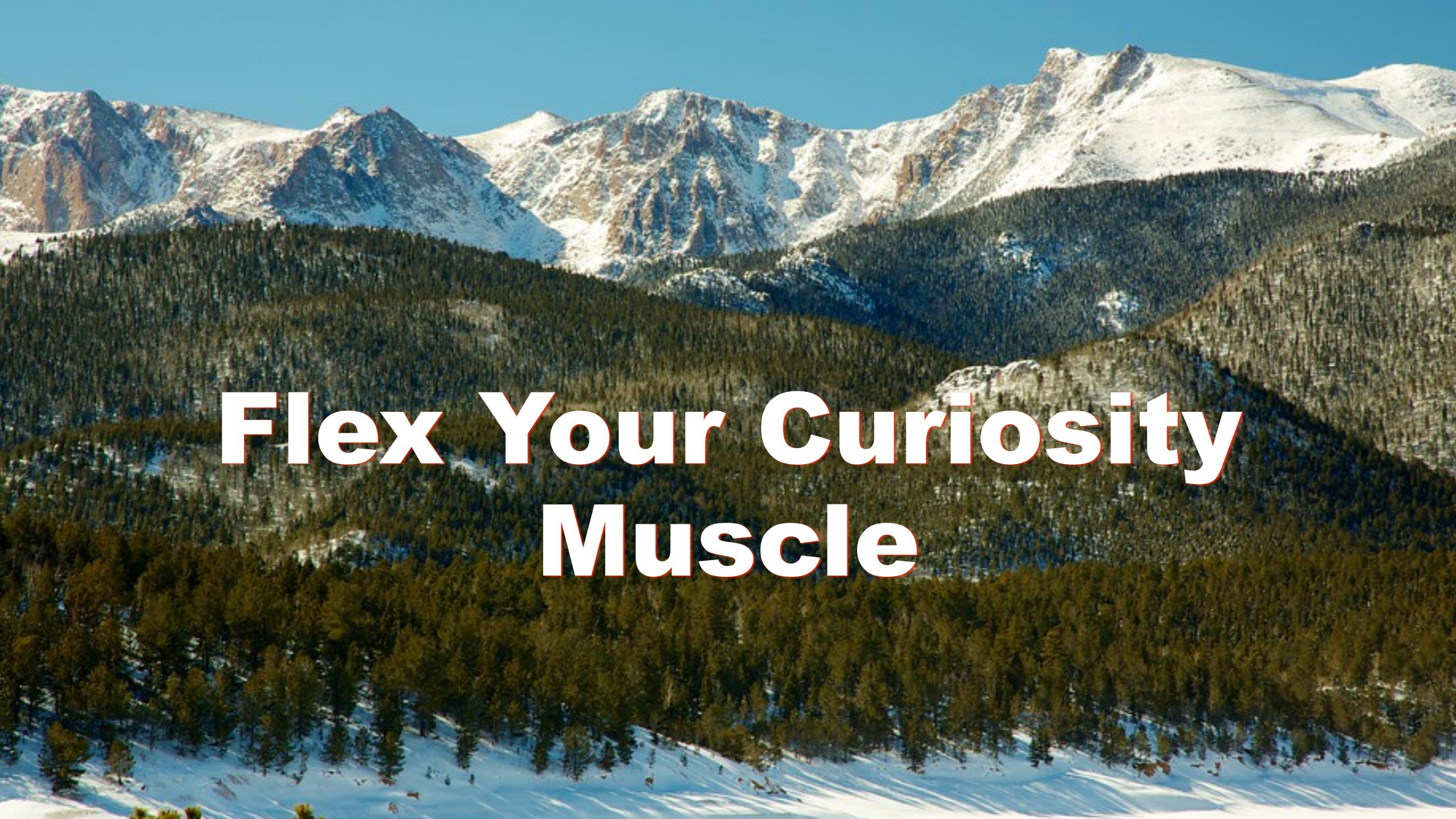
6% more 'loving the bank' translated to... **\$1** billion in Deposits.

John Hixon Hixon's Market Sweetwater, TX.



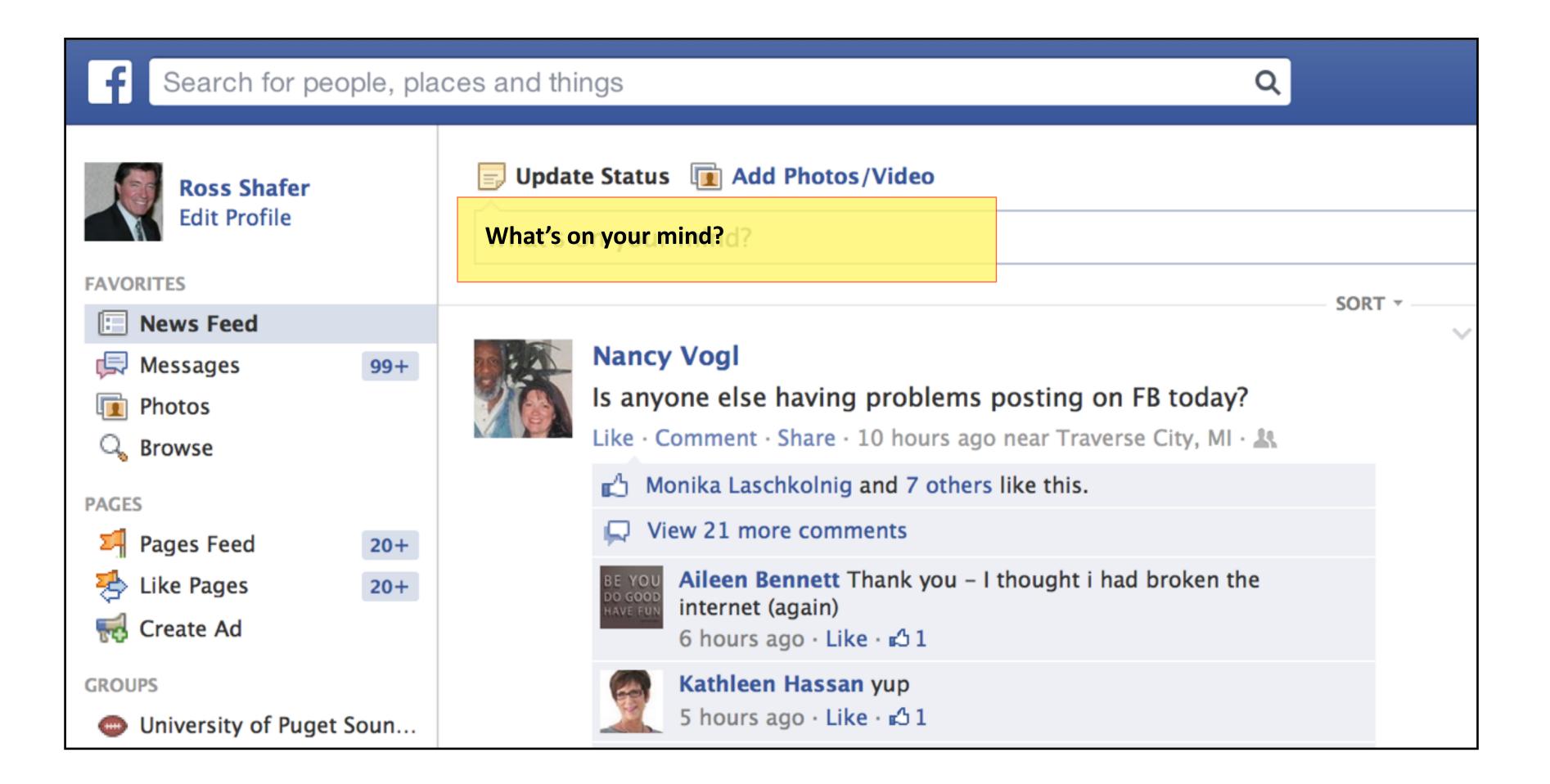
Maria Garcia











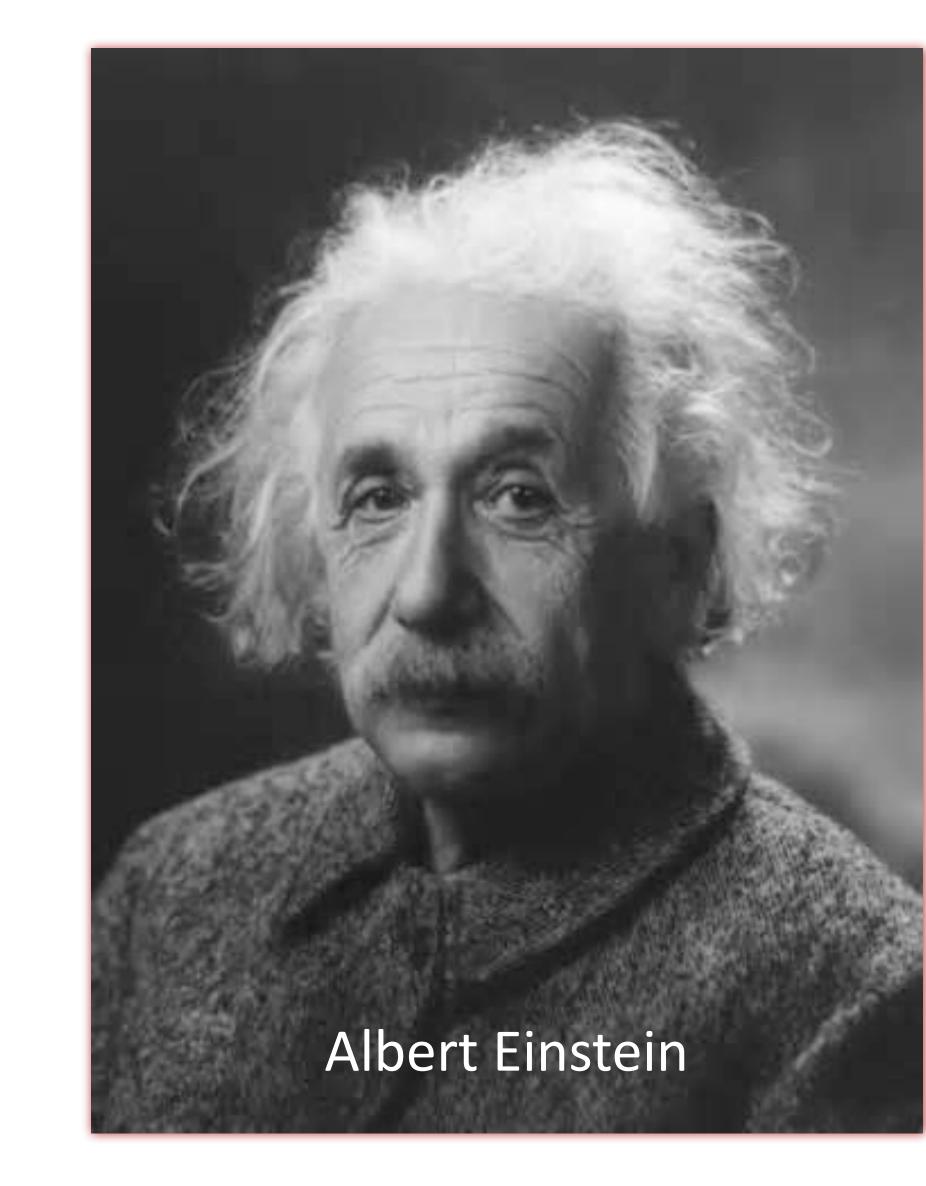


"48% of employers are dissatisfied with the oral communications skills of college students."

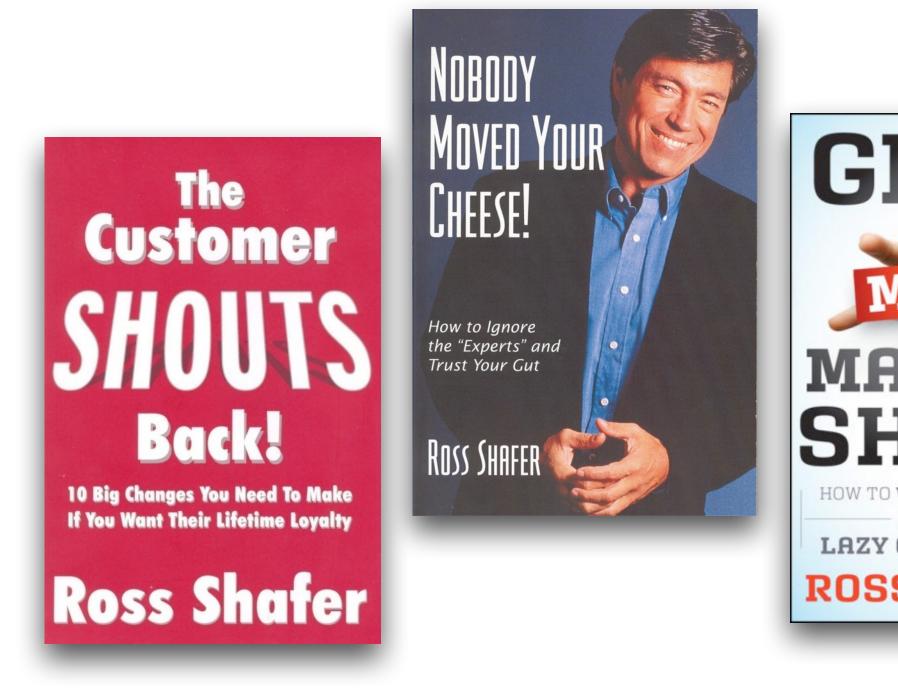




"The world's greatest achievements were accomplished by tired, discouraged people who just kept on working."



Want a Customized Message for <u>Your</u> Team?



Let's Exchange Business Cards! www.RossShafer.com

