

If You Want Ross to create a
Custom Program for YOUR
team...

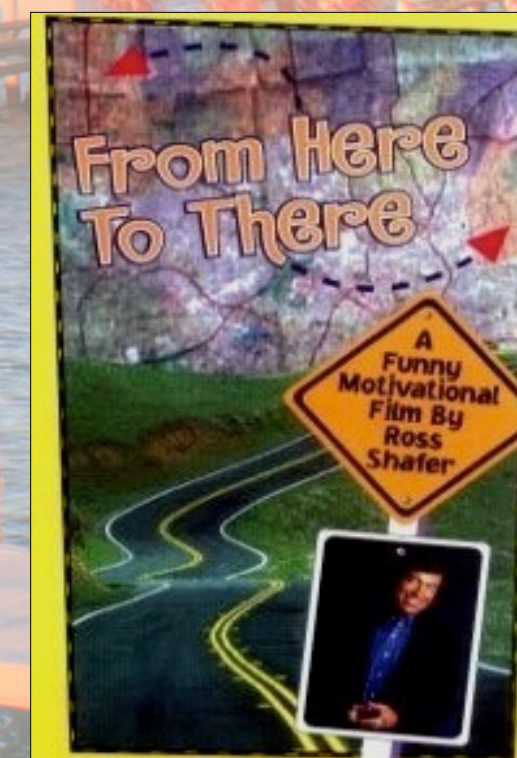
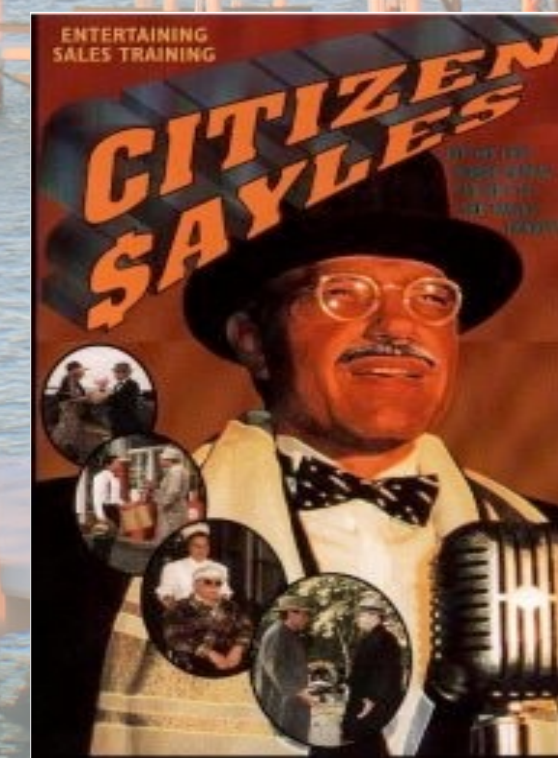
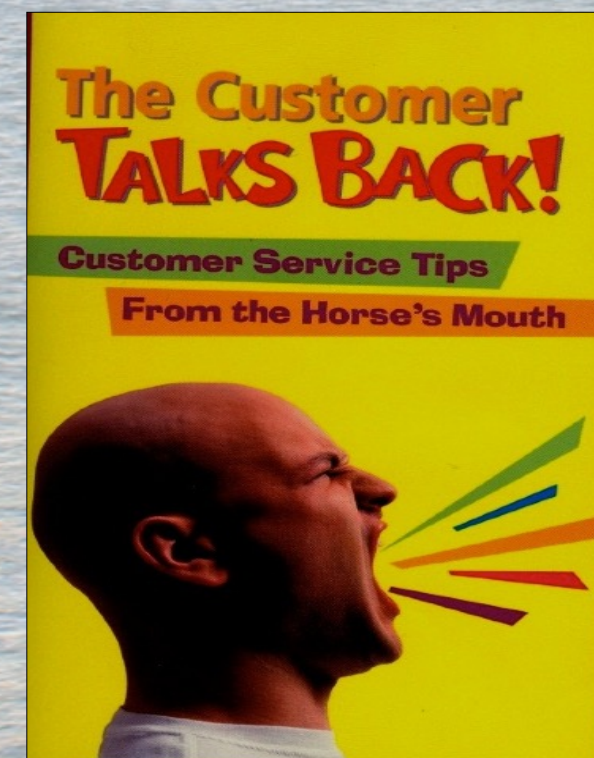
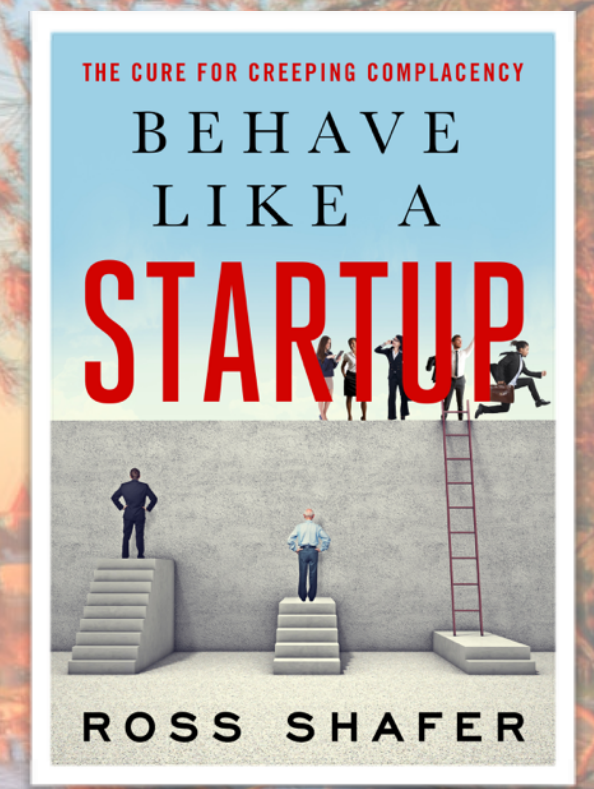
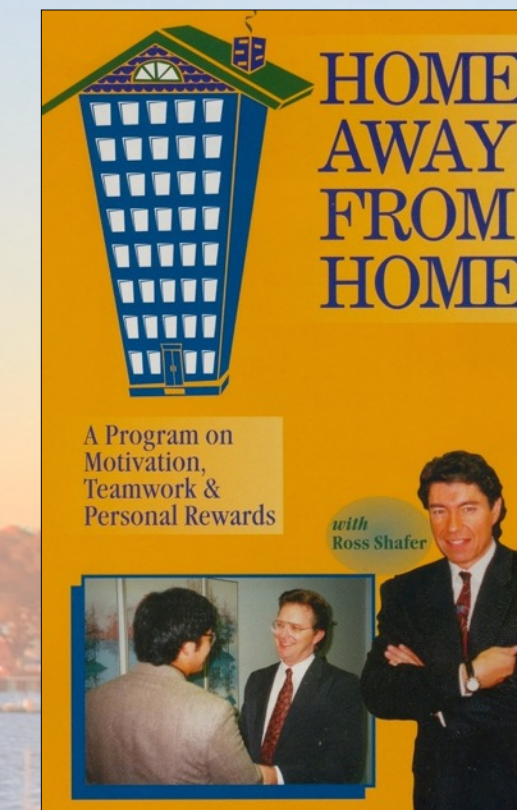
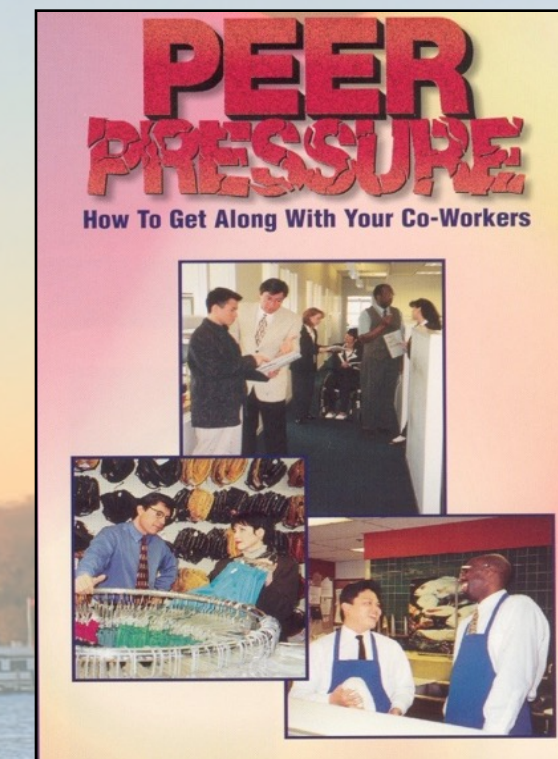
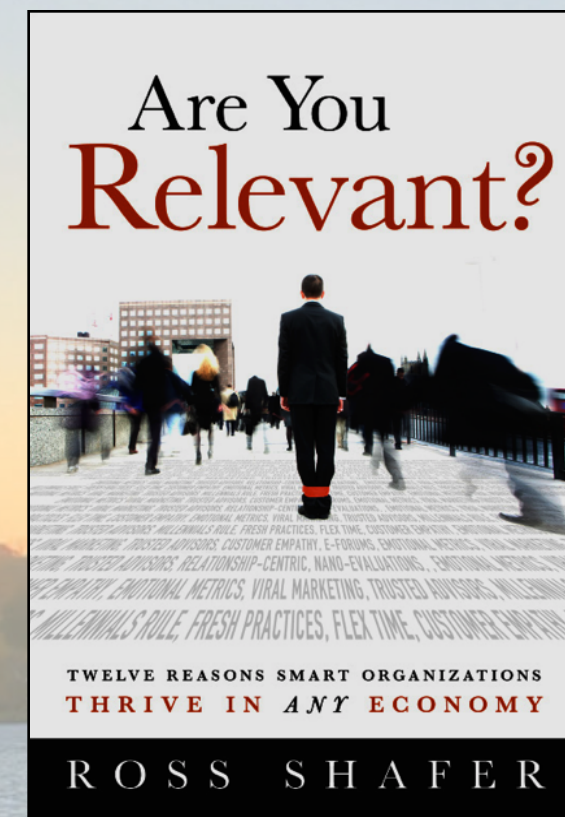
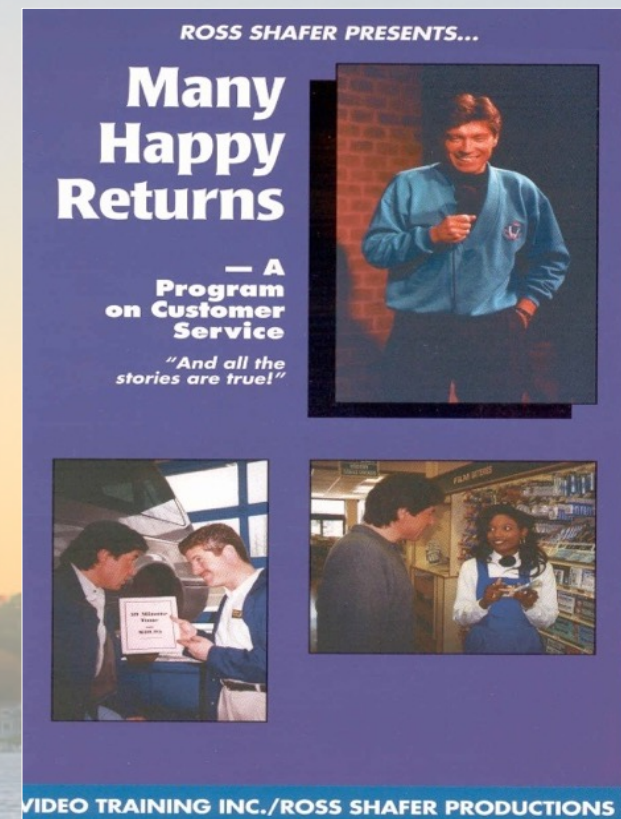
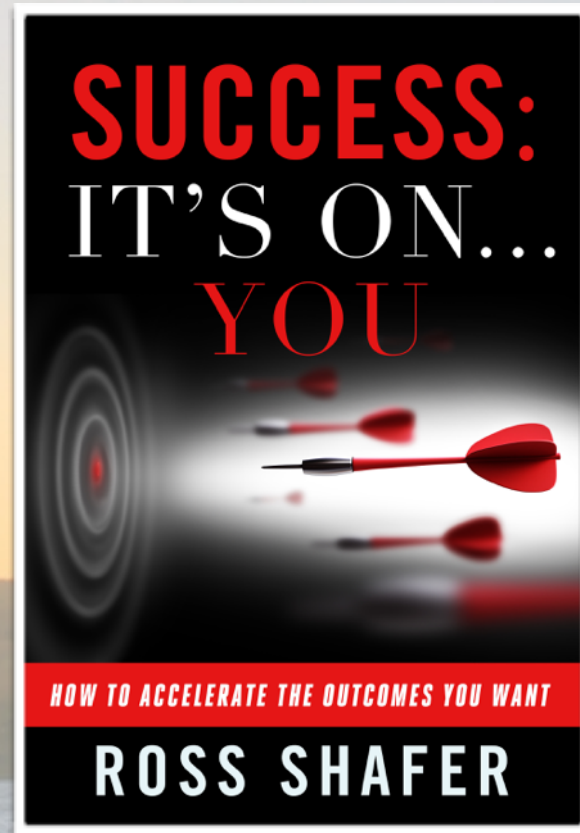
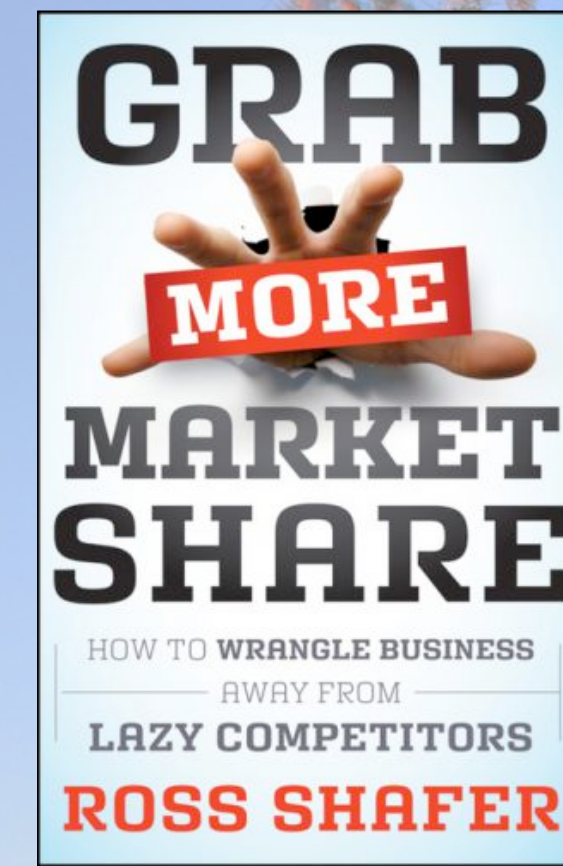
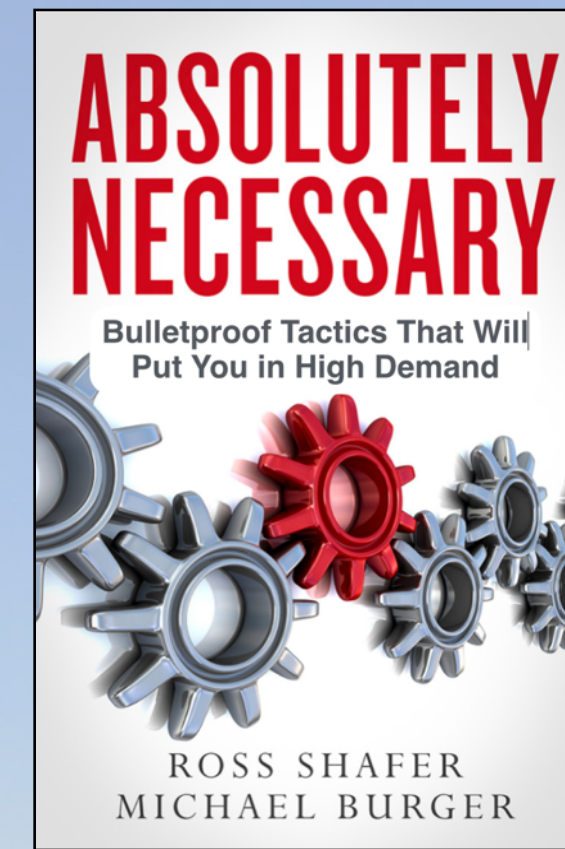
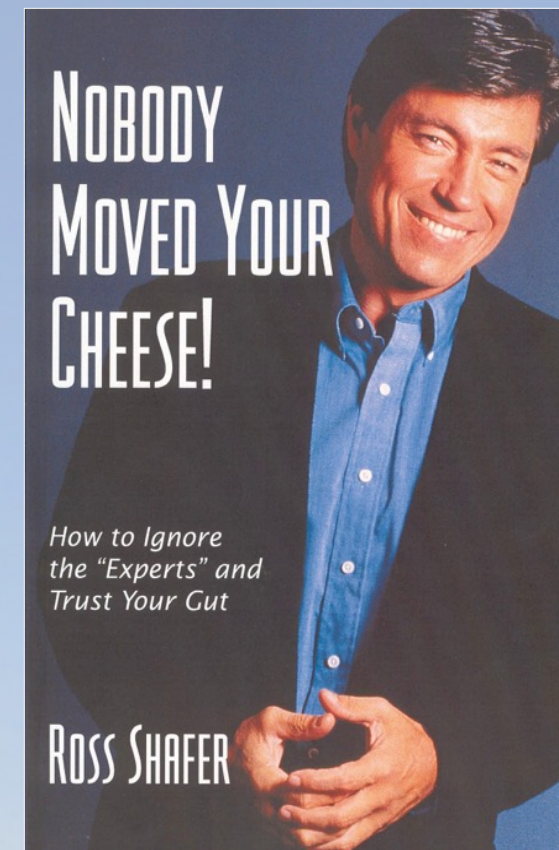
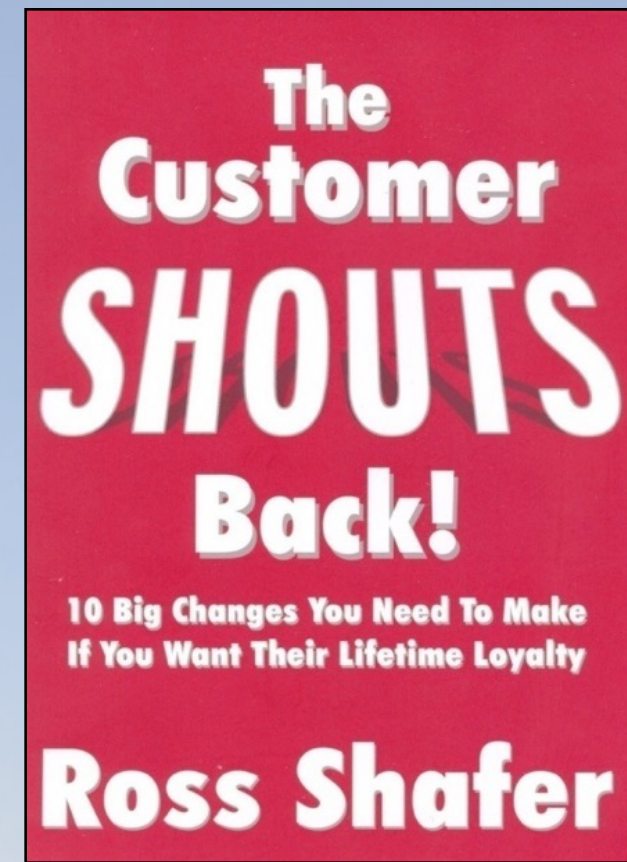
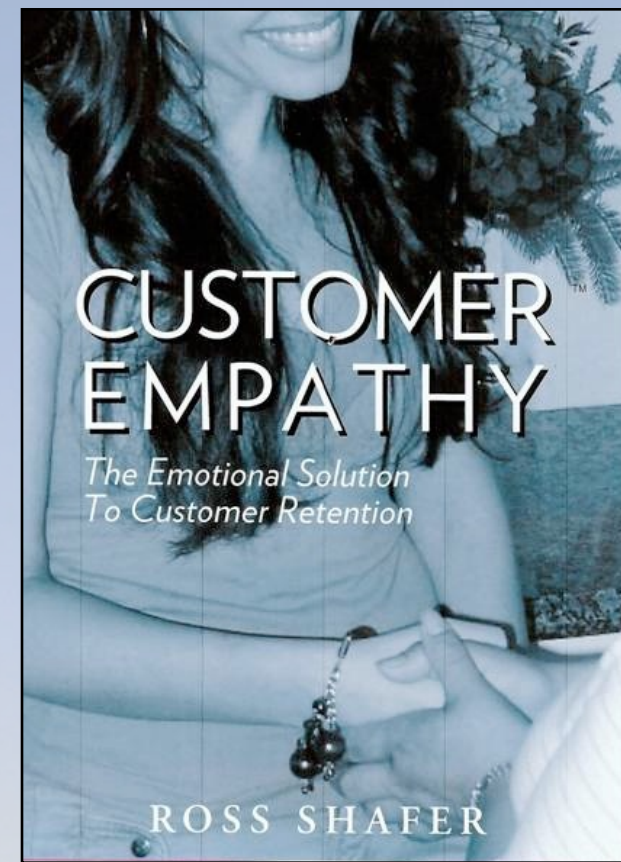
Contact: Brian Lord
Brian@PremiereSpeakers.com
(615) 261-4000

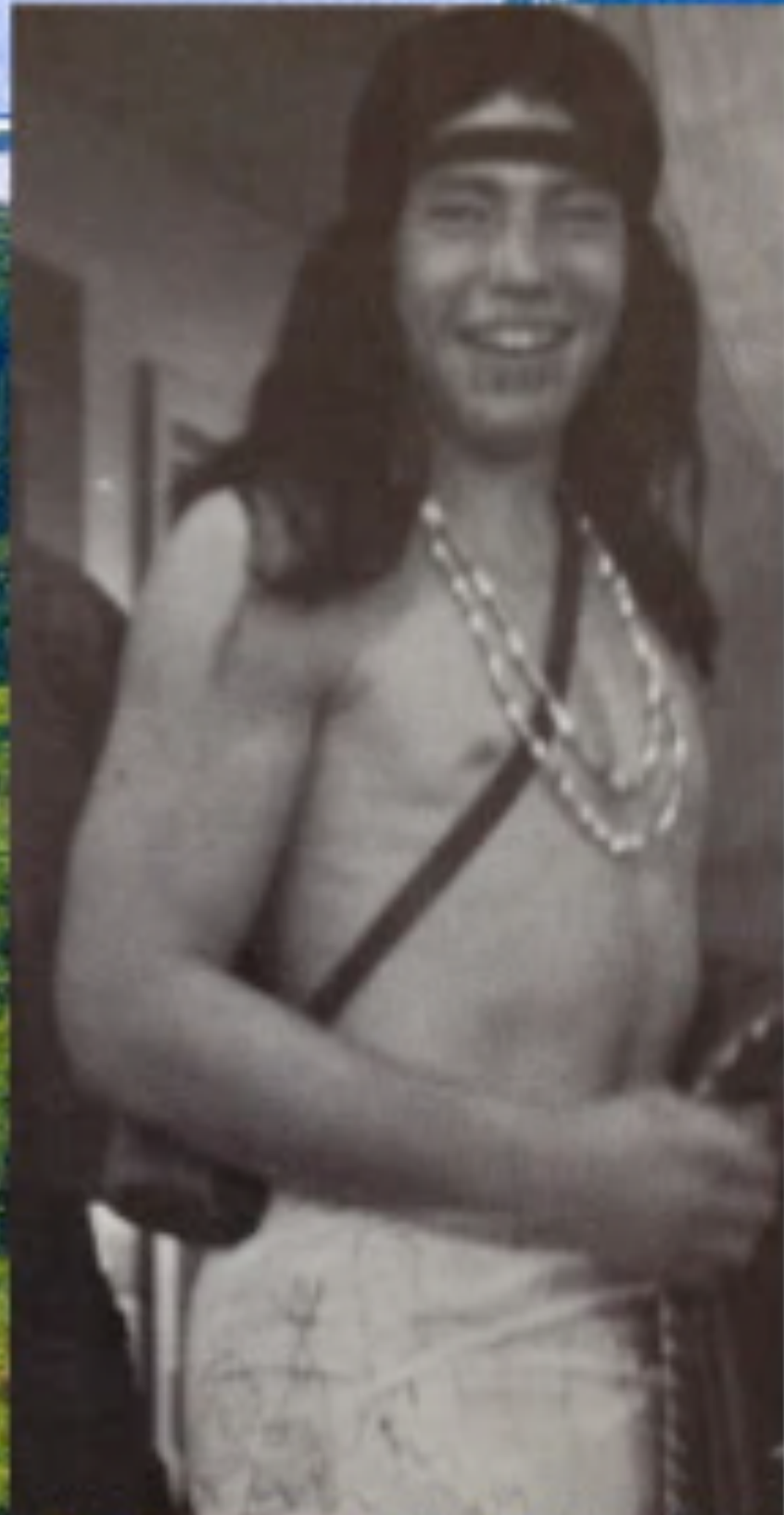
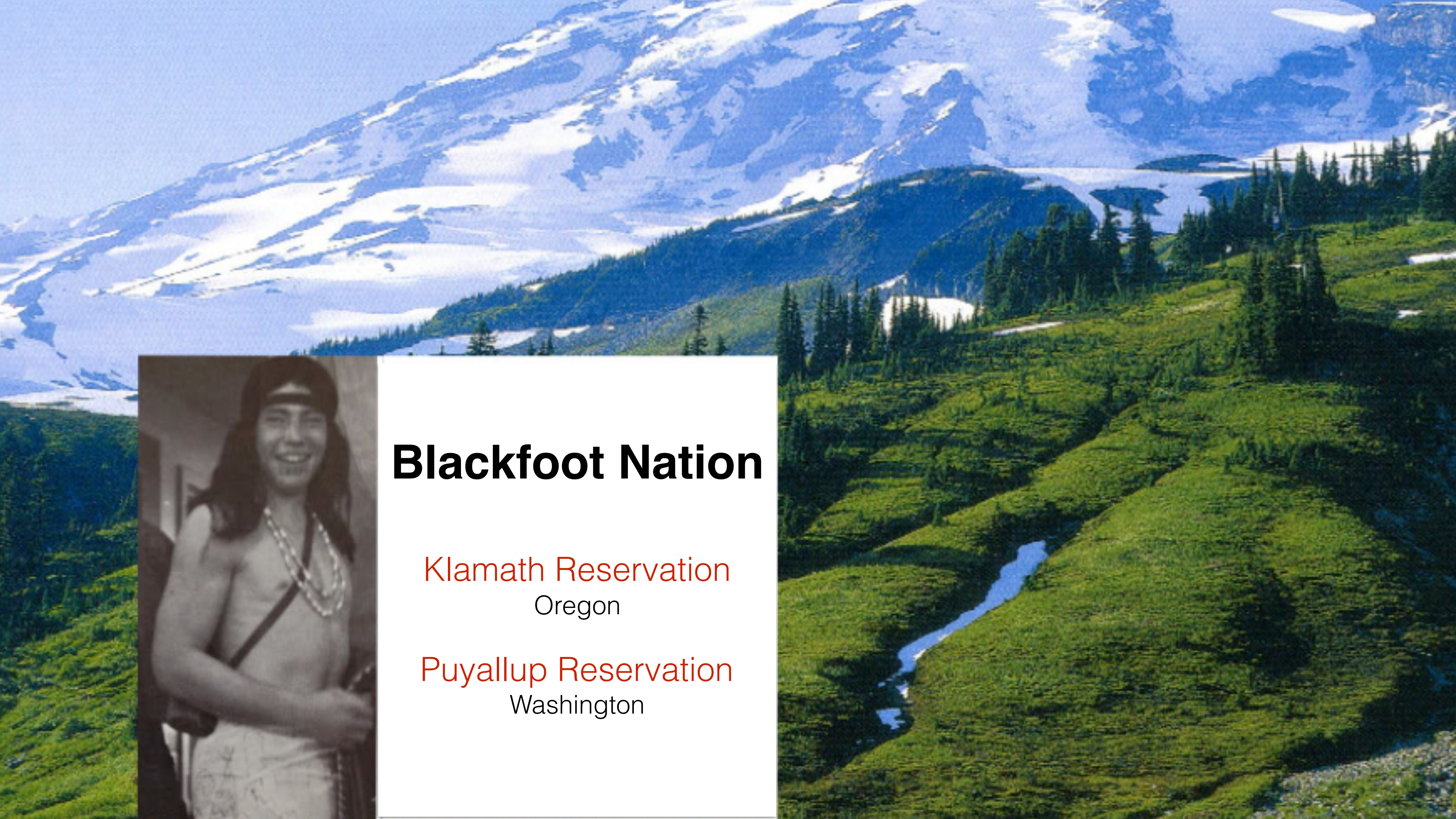
ROSSSHAFFER

Behave Like a Startup

By Ross Shafer







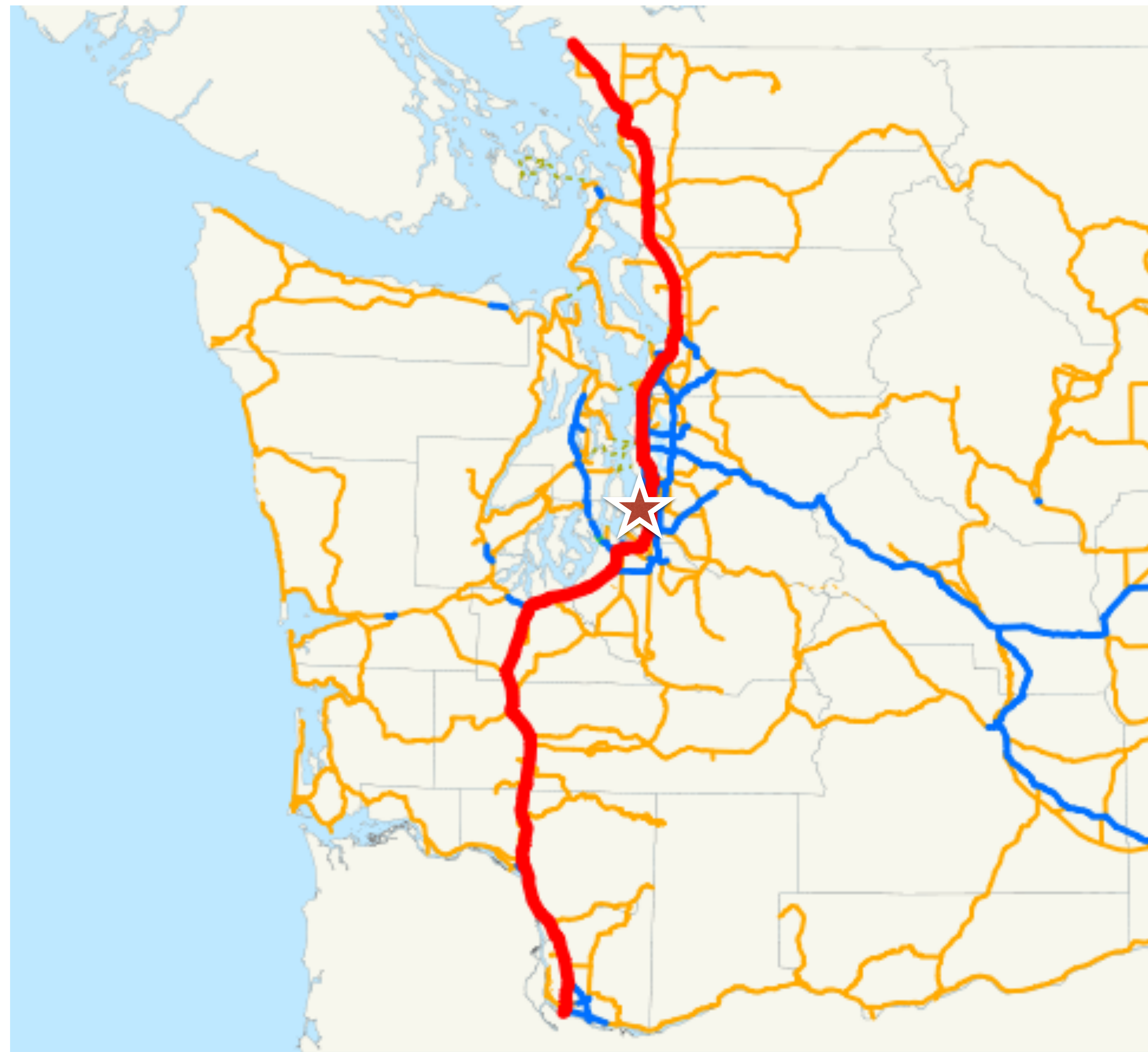
Blackfoot Nation

Klamath Reservation

Oregon

Puyallup Reservation

Washington

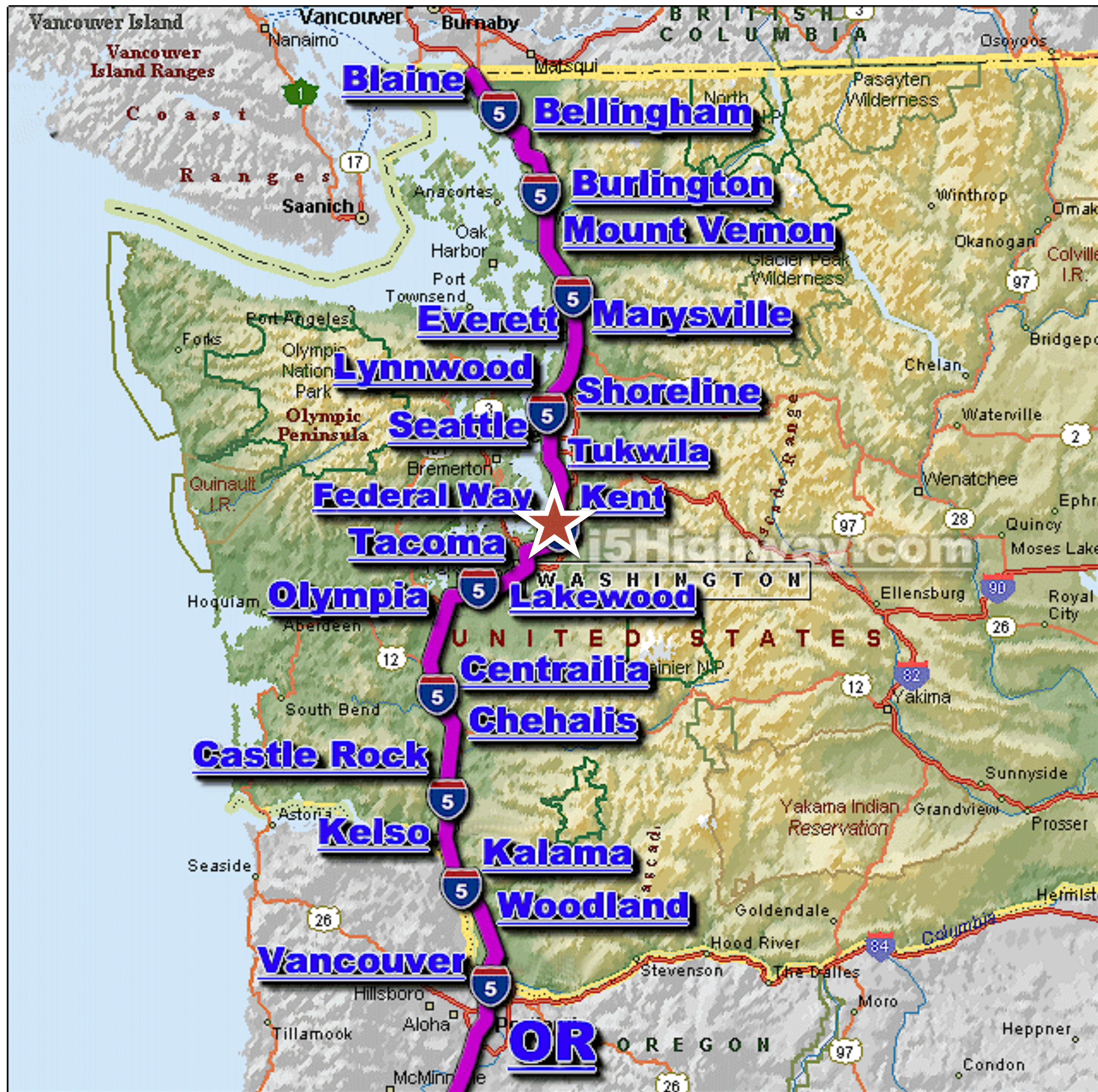


Highway

US 99

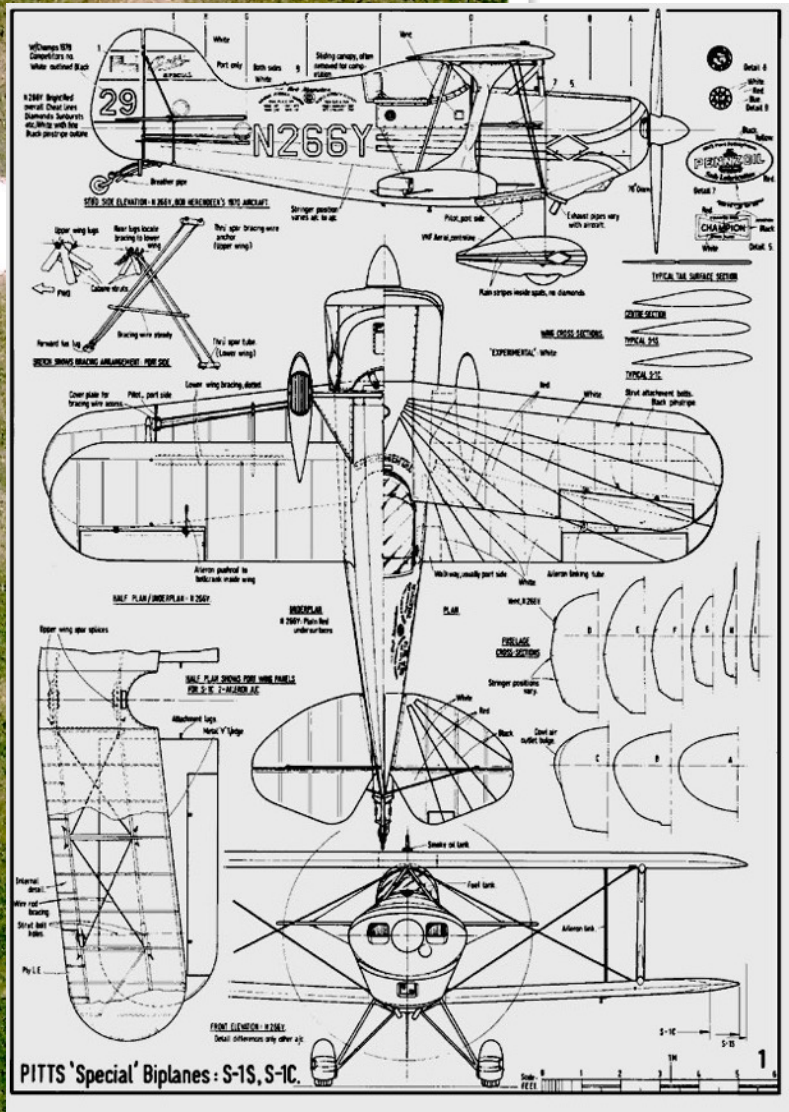
Washington

State





Chuck Shafer 1927-2001



Chuck Shafer - Pitts Special Bi-Plane
*“You can create anything when you
have a blueprint.”*



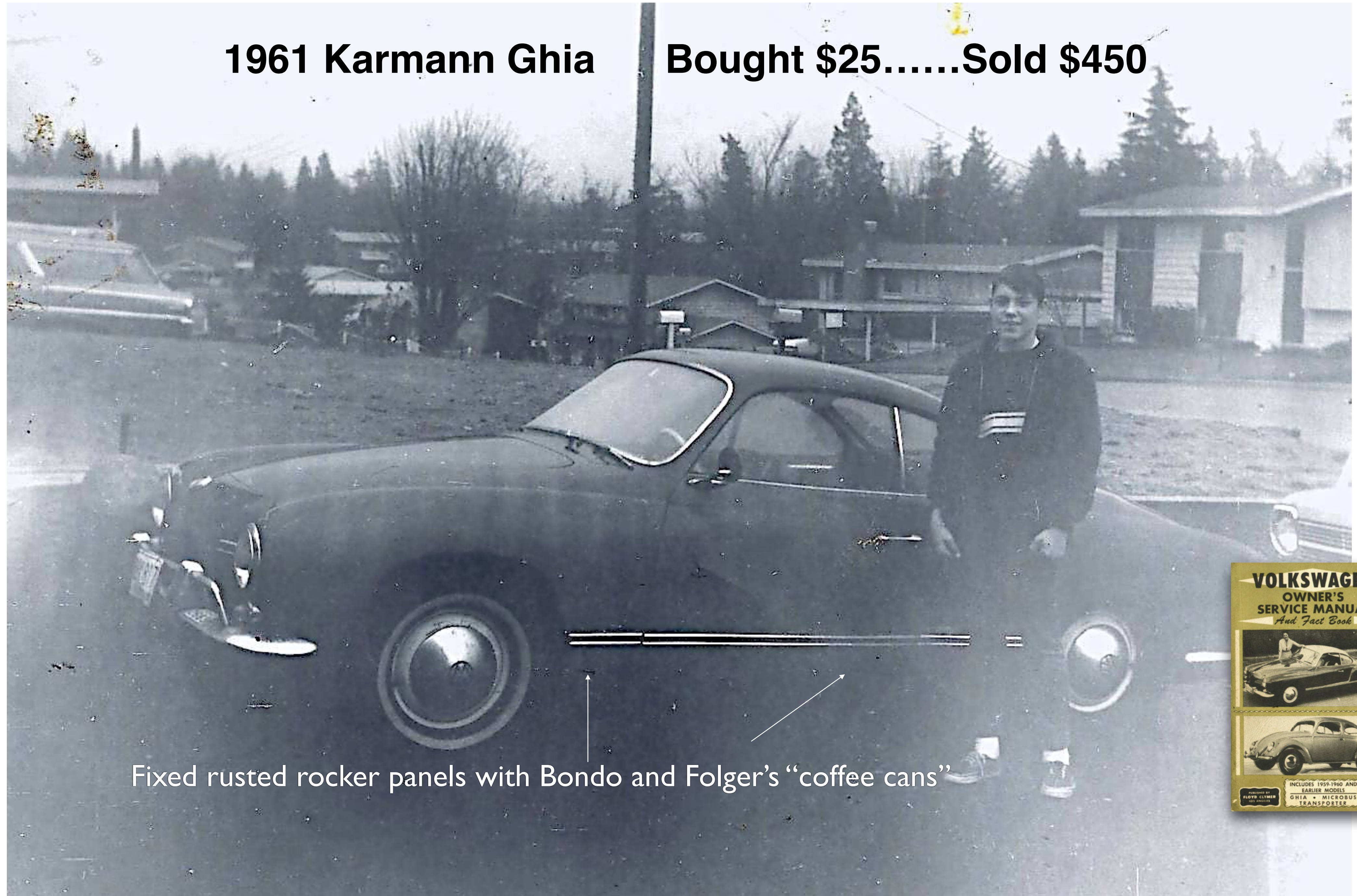
Maiden flight - May 1971



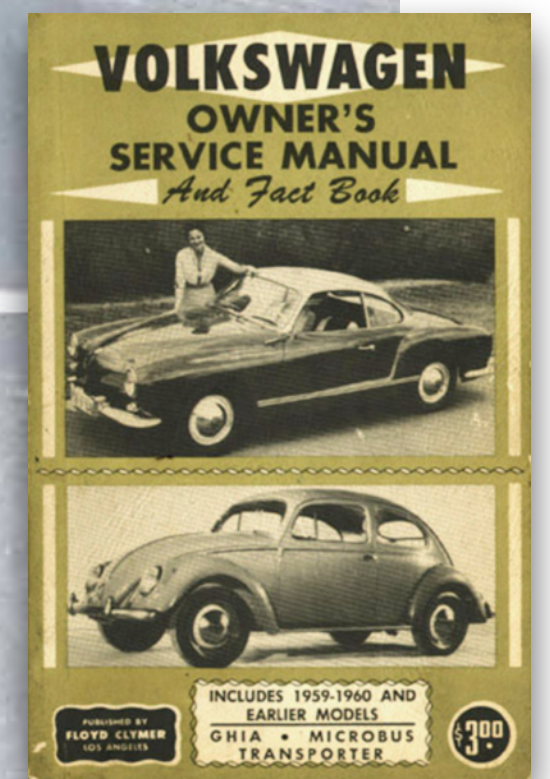


1961 Karmann Ghia

Bought \$25.....Sold \$450




Fixed rusted rocker panels with Bondo and Folger's "coffee cans"



Bought \$530....Sold \$1,700



1965 Pontiac GTO Convertible

 **1965**
TEMPEST
GTO

BODY

SHOP MANUAL

1984 Ferrari 308 GTS Bought \$9,800





Sold it for \$38,500



purchased for \$4,800



sold 18 mos. later for \$17,500



bought \$178,000



sold \$360,750



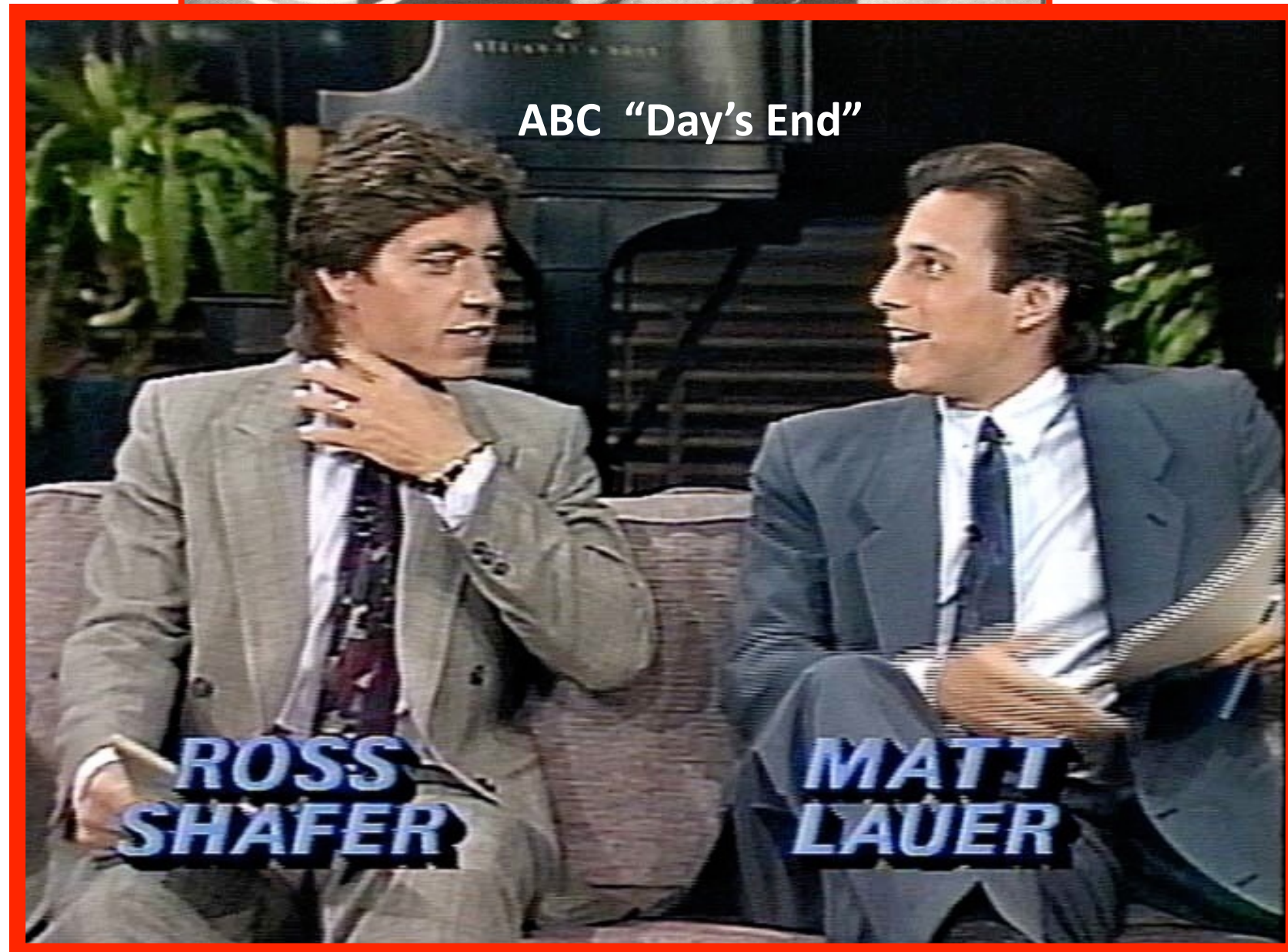
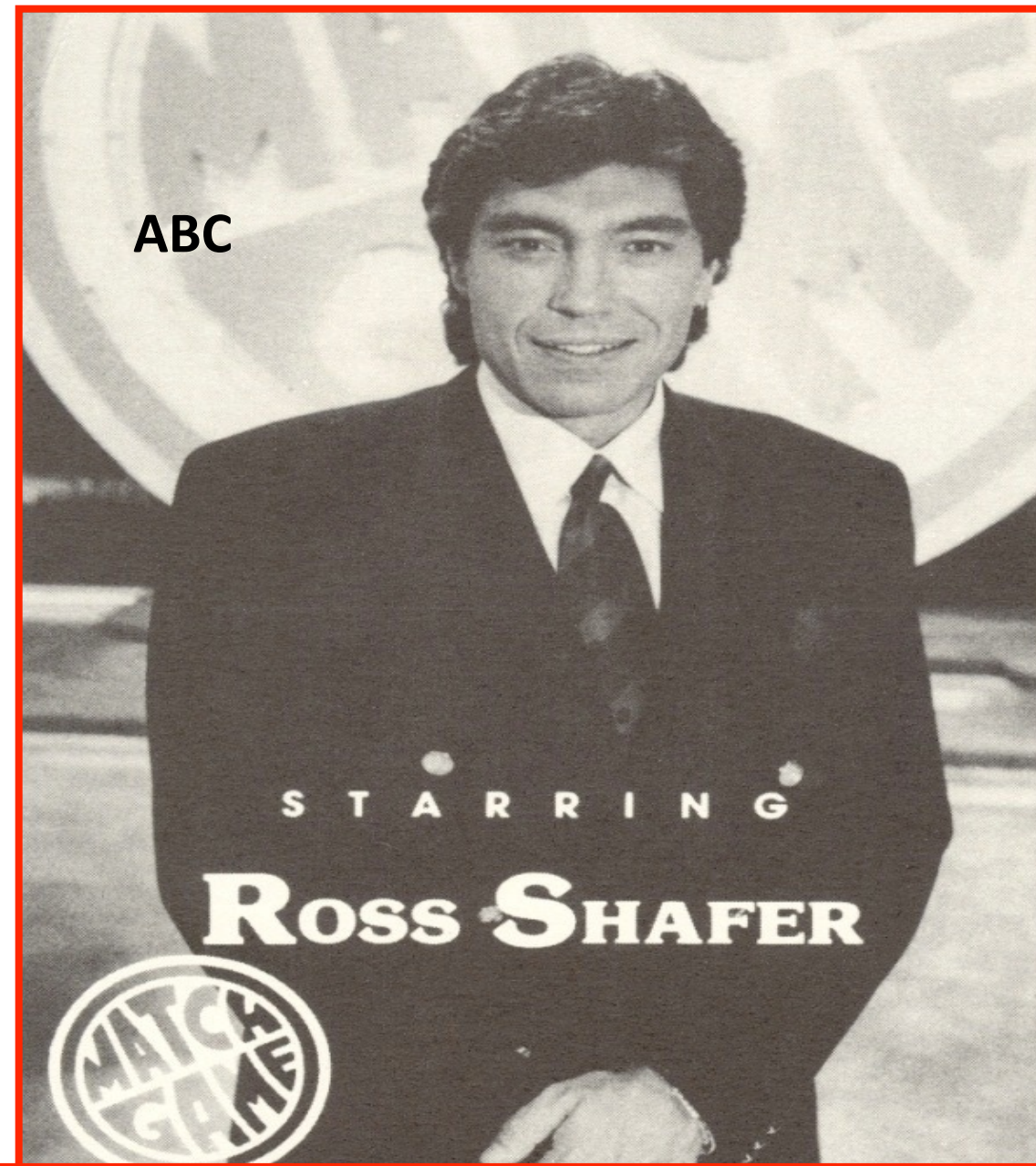
Explaining things the easy way!

How to Start a Pet Shop (retail) Business

Advancing Beginners

The Beginners Guide Volume 1







Follow the Tracks of the Herd

Startups Spot Trends... & Exploit them



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



For companies to stay relevant, we should always consult the wisdom of a man whose had 50 years of uninterrupted success...

Startups Launch Ideas Quickly



Ryan updates the App every 10 days



Ryan Shafer

“Lifespan” of S & P 500 Companies

In 1968 - Companies lasted an average of 70 years

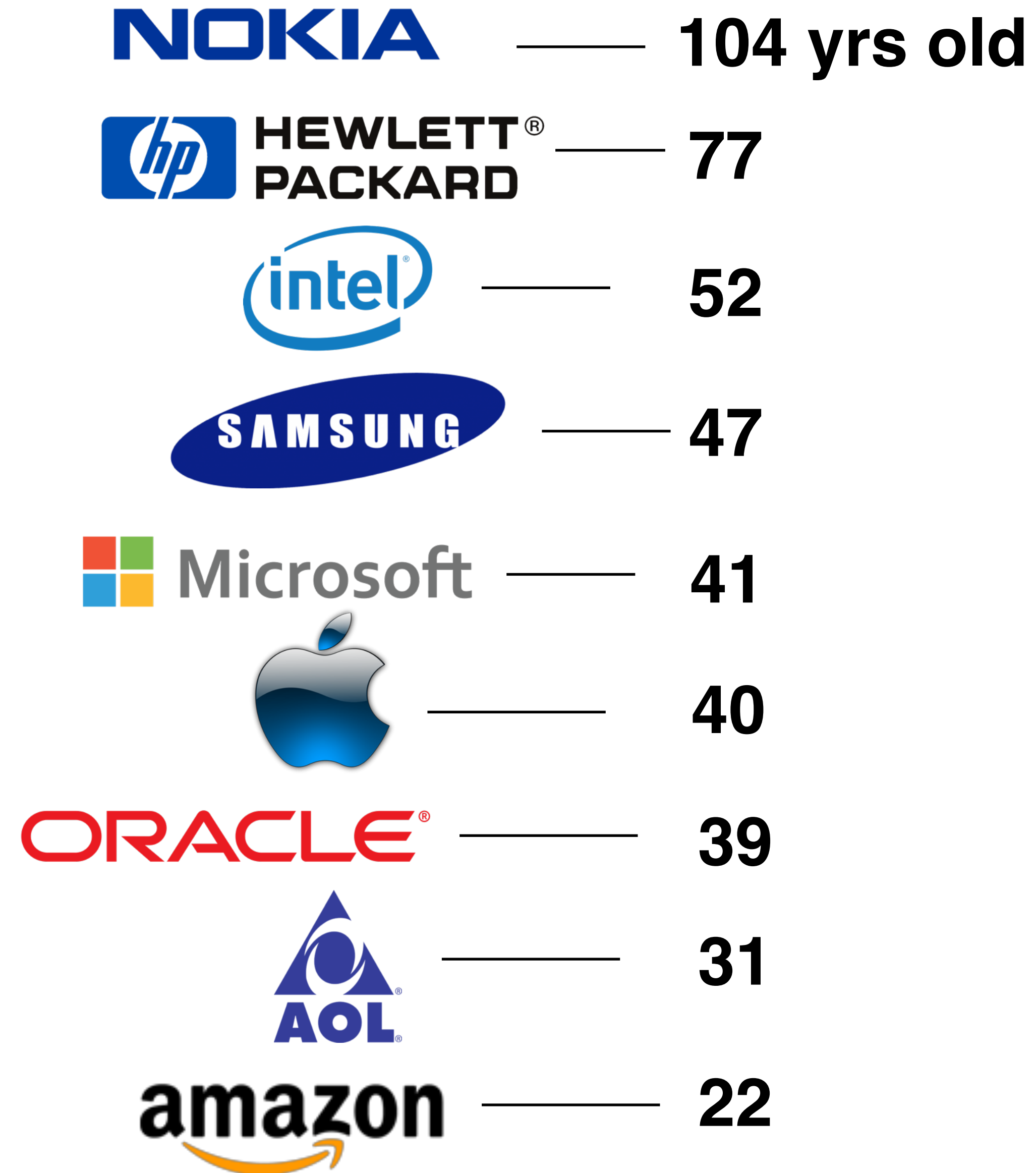
By 1980 - Companies lived only 25 years

2016 - Less than 15 years

NOTE #1: S & P replaces companies on average every two weeks! 75% of them will be replaced by 2027

NOTE #2 Standard & Poor's Index is an American stock market index based on the market capitalizations of 500 large companies having common stock listed on the NYSE or NASDAQ.

Source:<http://www.theatlantic.com/business/archive/2015/04/where-do-firms-go-when-they-die/390249/>



Startups Innovate Every Process



Hotel Events

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

Events for January 9, 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

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[LOCATIONS](#)

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[BANQUETS & MEETINGS](#)

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[Menus](#)

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[All Denver, CO Locations](#)

[View All Locations](#)







Laramar Apartment Homes - 55,000 units

WOW-ing the Customer is NOT Enough



WOW!

Customer Service

WOW!
Service!

**THE
WOW
FACTOR®**



WOW *you!*

HOW TO
WOW
RS!



Might Impress Customers

let's
WOW
your customers



whatever • wherever

**THE
WOW!**
awards®

for outstanding customer service...



Always Disappoints Customers



“There is nothing else I can do.”

“You’re asking me to go against our policy”

“Frankly, we didn’t cause this problem.”



erases



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



Makes you laugh.
KISSES YOUR FOREHEAD
says he's sorry.
makes an effort.
HOLDS YOUR HAND.
WORKS HARD
attempts to understand you.

“Take me home!”

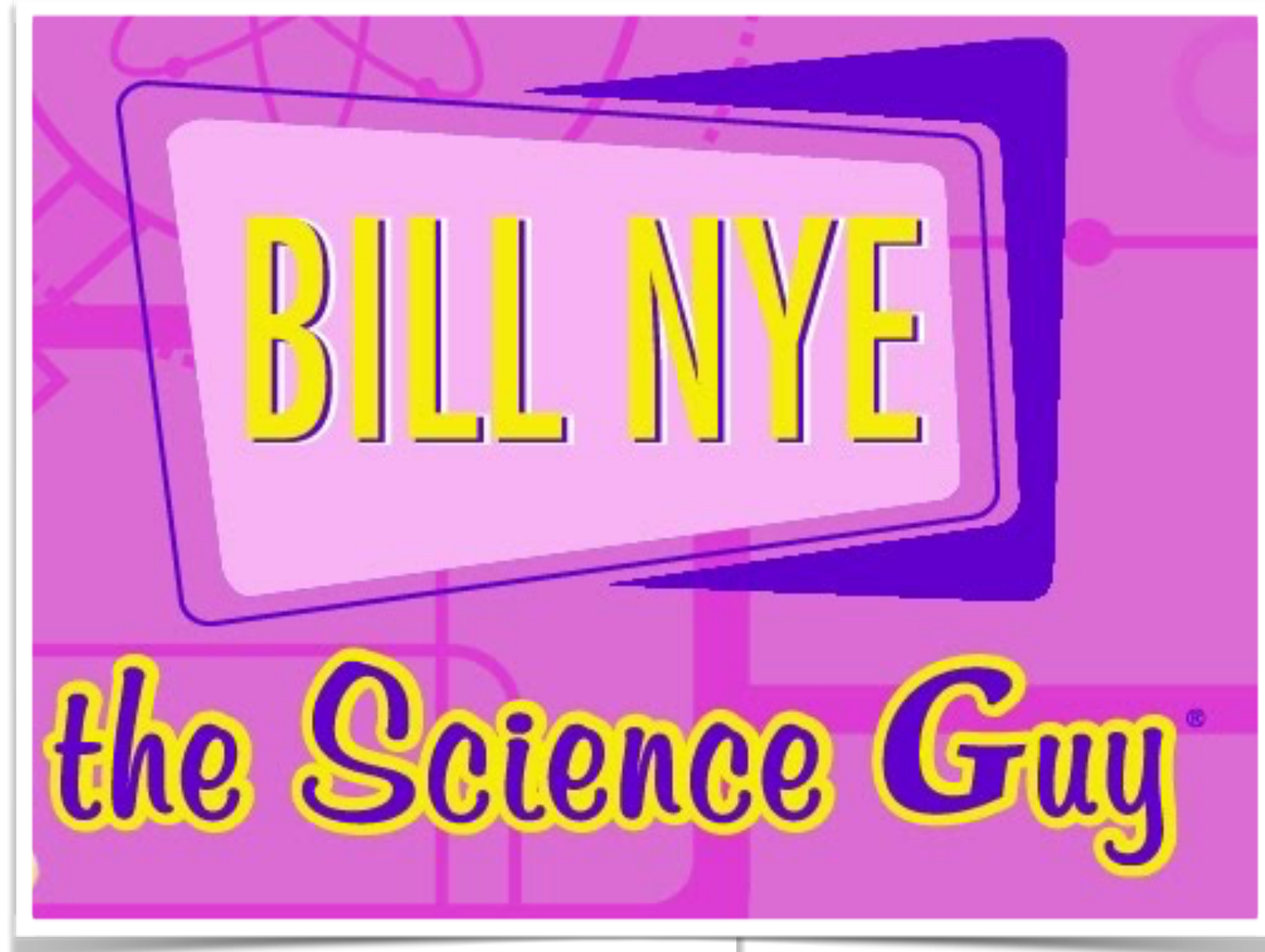


Startups Recruit “Specialists”



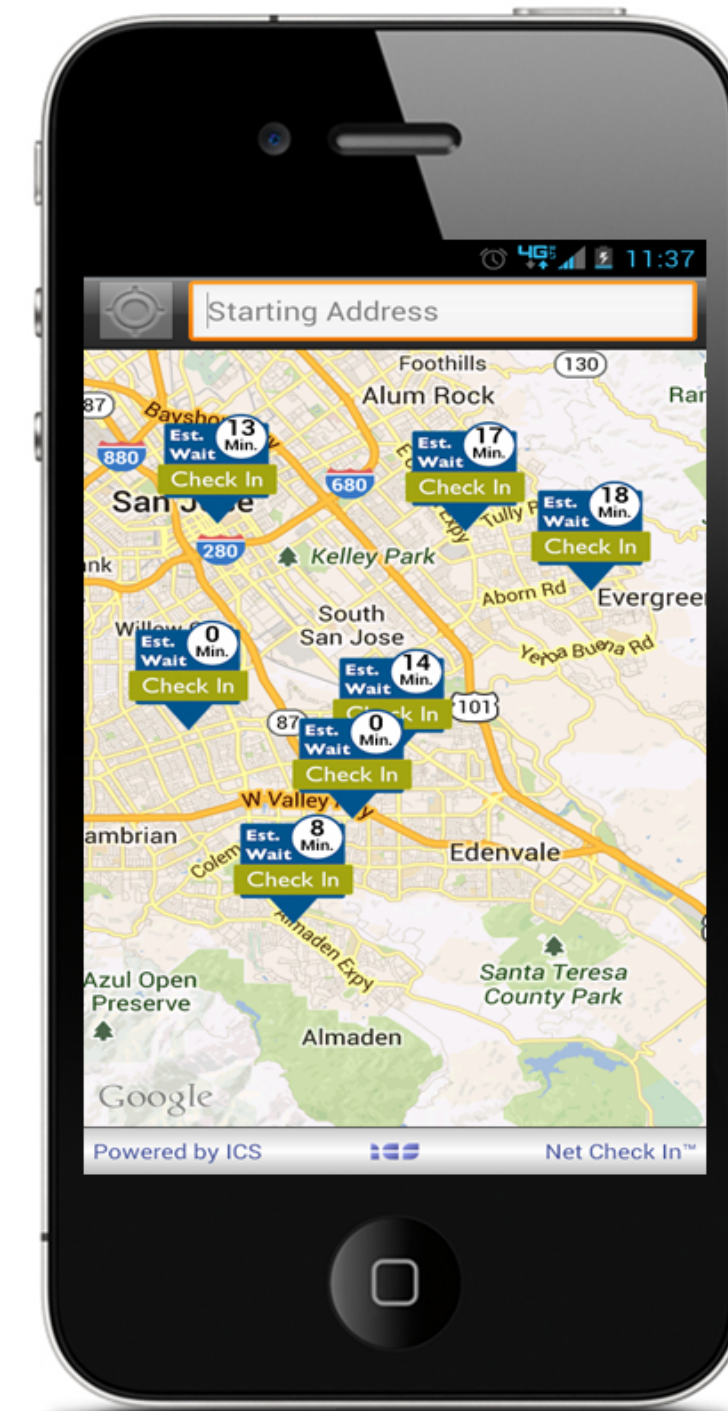
World's Greatest Shooter





Technology is Your Unfair Advantage





Hololens

Buy devices for yourself or your team.



Development Edition

Devices ship immediately to Australia, Canada, France, Germany, Ireland, New Zealand, the United States, and the United Kingdom. Shipping to Japan starts in January.

\$3,000

Commercial Suite

Ideal for organizations, the Commercial Suite includes the Development Edition, enterprise features, and a warranty. Volume orders welcome.

\$5,000

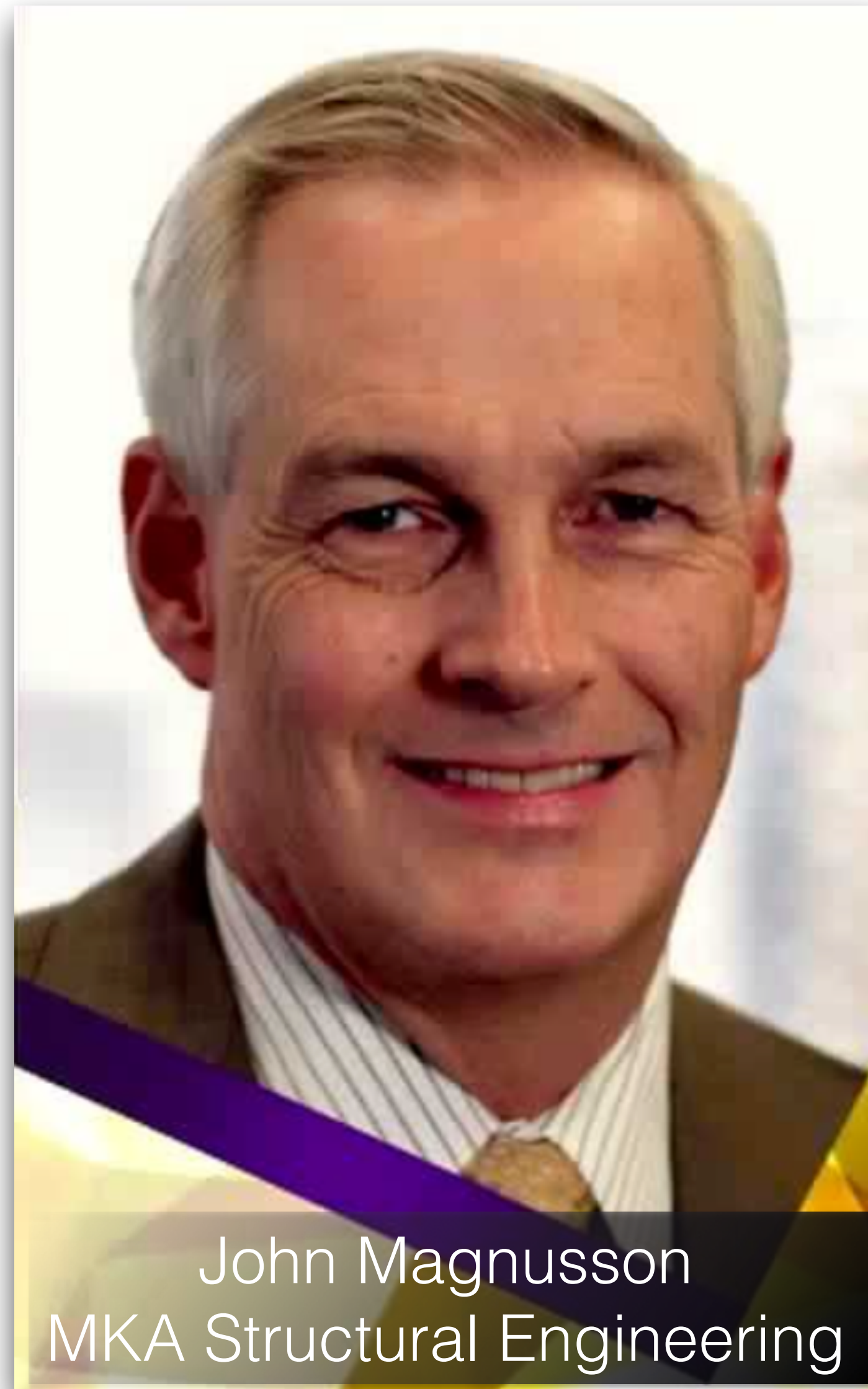
Startups Don't Take Relationships for Granted



“We have an active data base of over 5,000 clients and we think of them as our friends.

Yet, we still send in the A-TEAM and treat every pitch like it’s our very first time.

We may win from our past work...but we prefer to win with our enthusiasm.”



John Magnusson
MKA Structural Engineering



Century Link Field



Seattle Art Museum



Music Experience Project



Curiosity (in others) is seen as “love.”



Search for people, places and things



Ross Shafer
Edit Profile

FAVORITES



News Feed



Messages

99+



Photos



Browse

PAGES



Pages Feed

20+



Like Pages

20+



Create Ad

GROUPS



University of Puget Soun...



Update Status



Add Photos/Video

What's on your mind?

SORT ▾



Nancy Vogl

Is anyone else having problems posting on FB today?

Like · Comment · Share · 10 hours ago near Traverse City, MI ·



Monika Laschkolnig and 7 others like this.



View 21 more comments



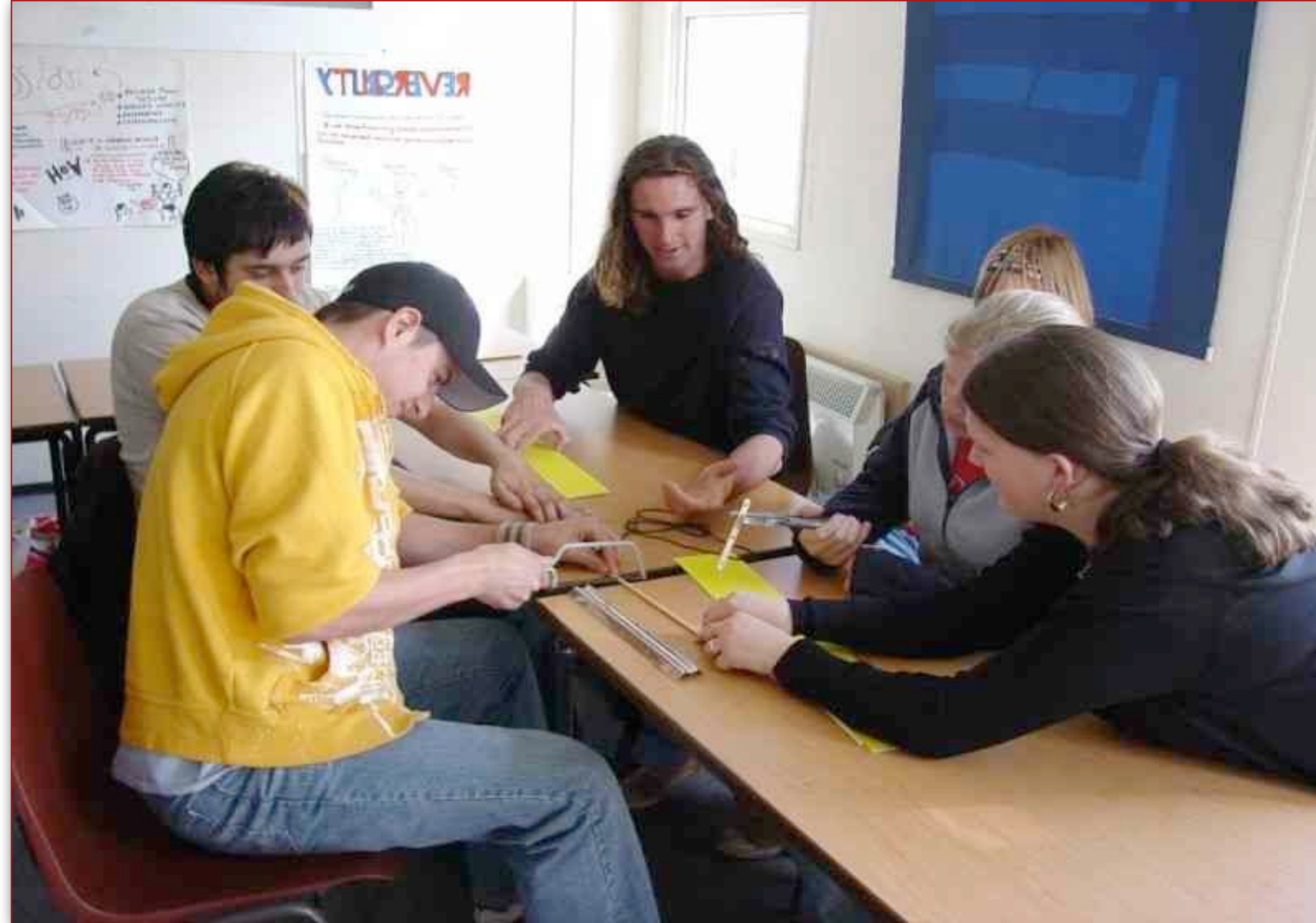
Aileen Bennett Thank you – I thought i had broken the internet (again)

6 hours ago · Like · 1



Kathleen Hassan yup

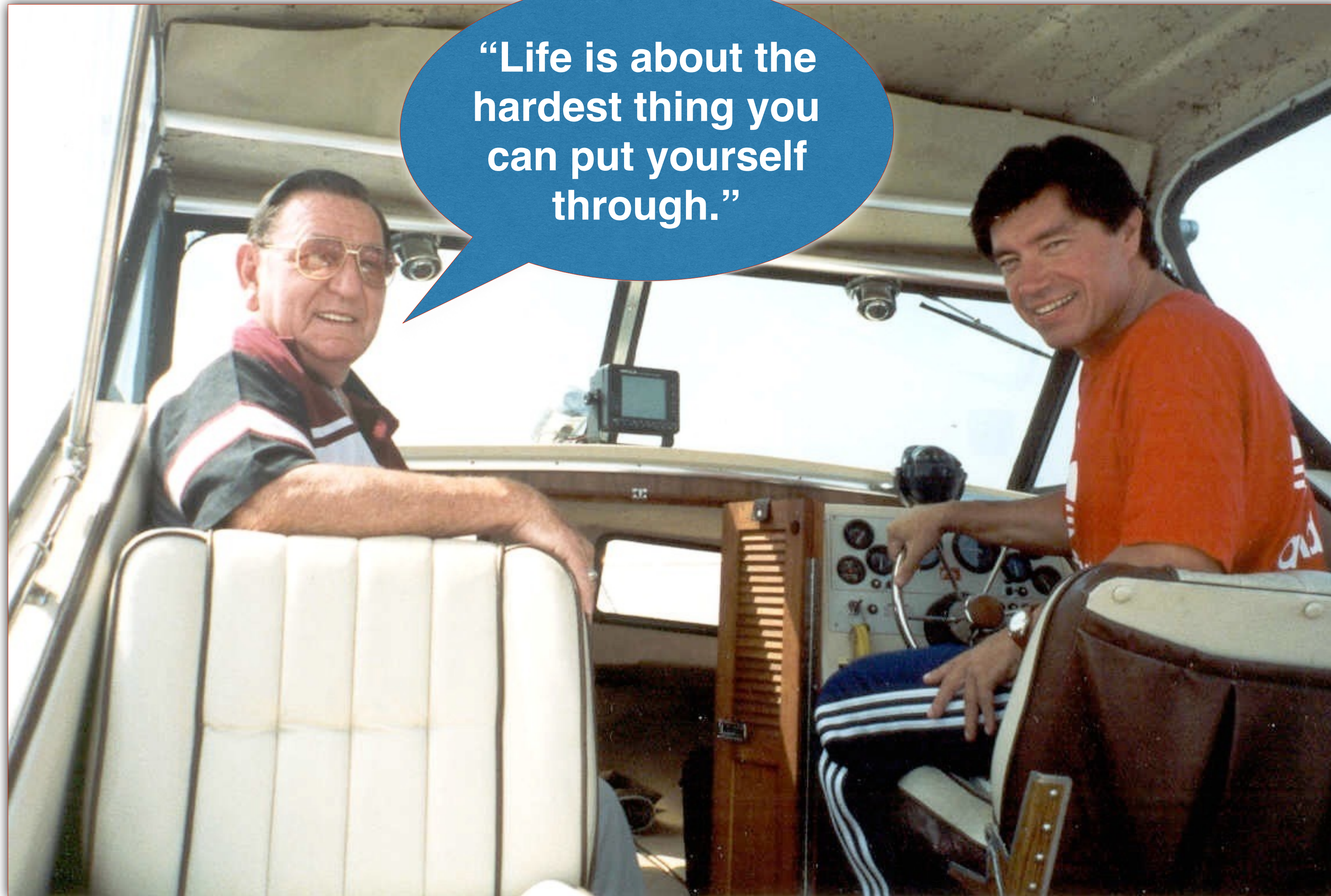
5 hours ago · Like · 1



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

Resilience is Your Best Friend





Chuck Shafer 1927-2001

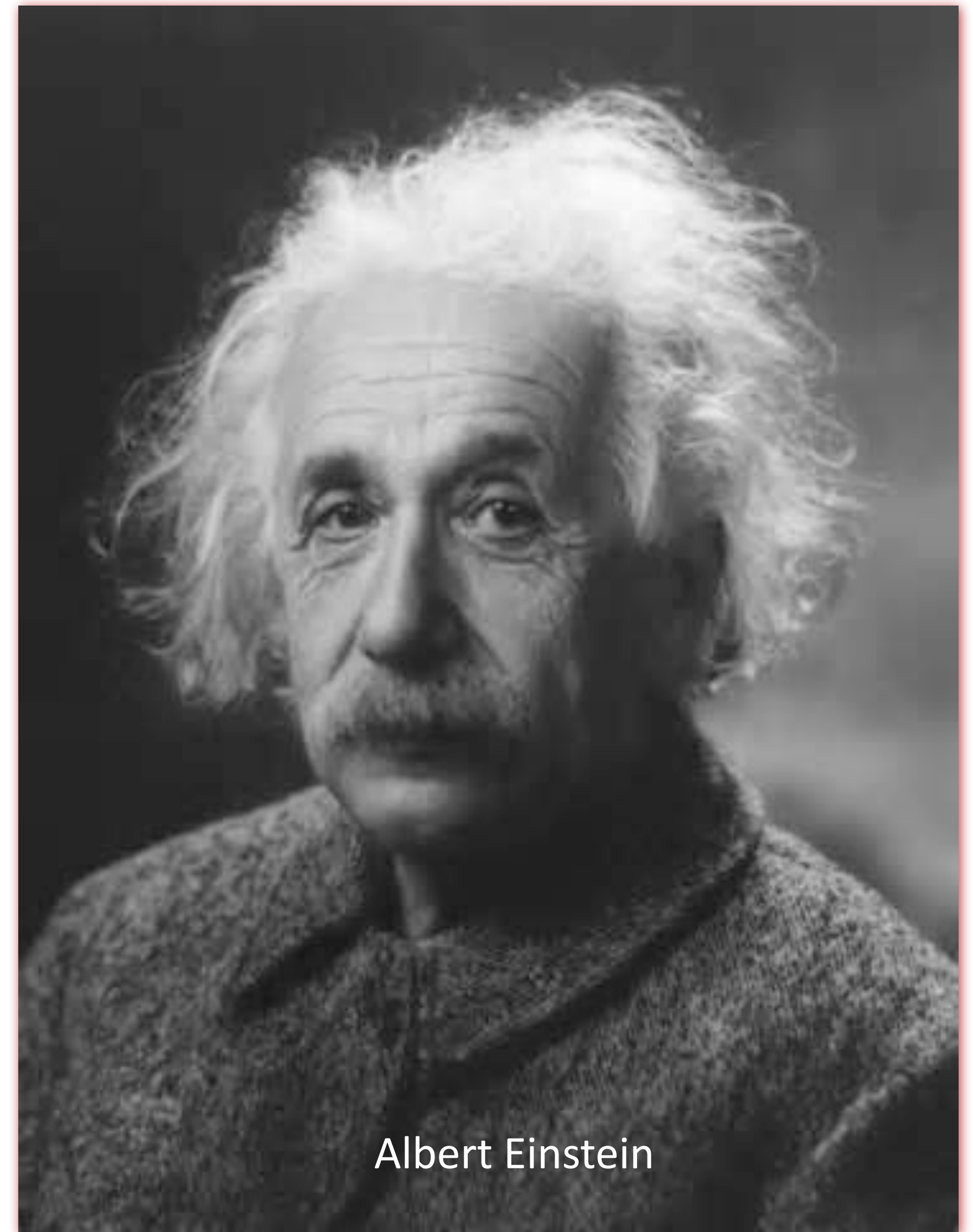


Leah, Ross, Lauren (Lolo), Ryan & Adam Shafer



Daddy/Daughter date
10th birthday!

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



Albert Einstein

Young Teams Need Ongoing Encouragement

POST MEETING: FREE RESOURCES

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

Ross Shafer View as: Yourself

Home Videos Playlists Channels Discussion About

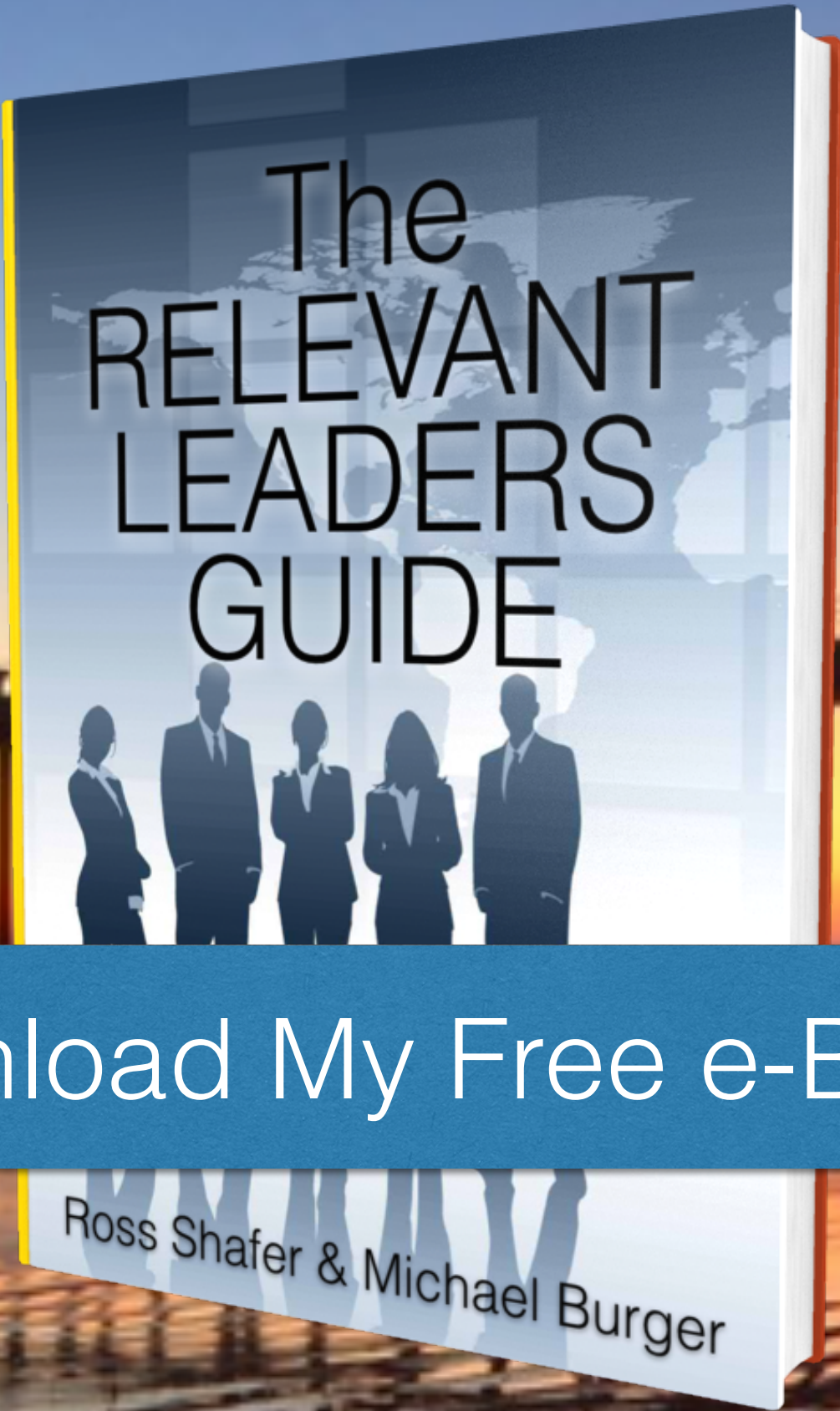
Relevant Leaders Club Download All

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...

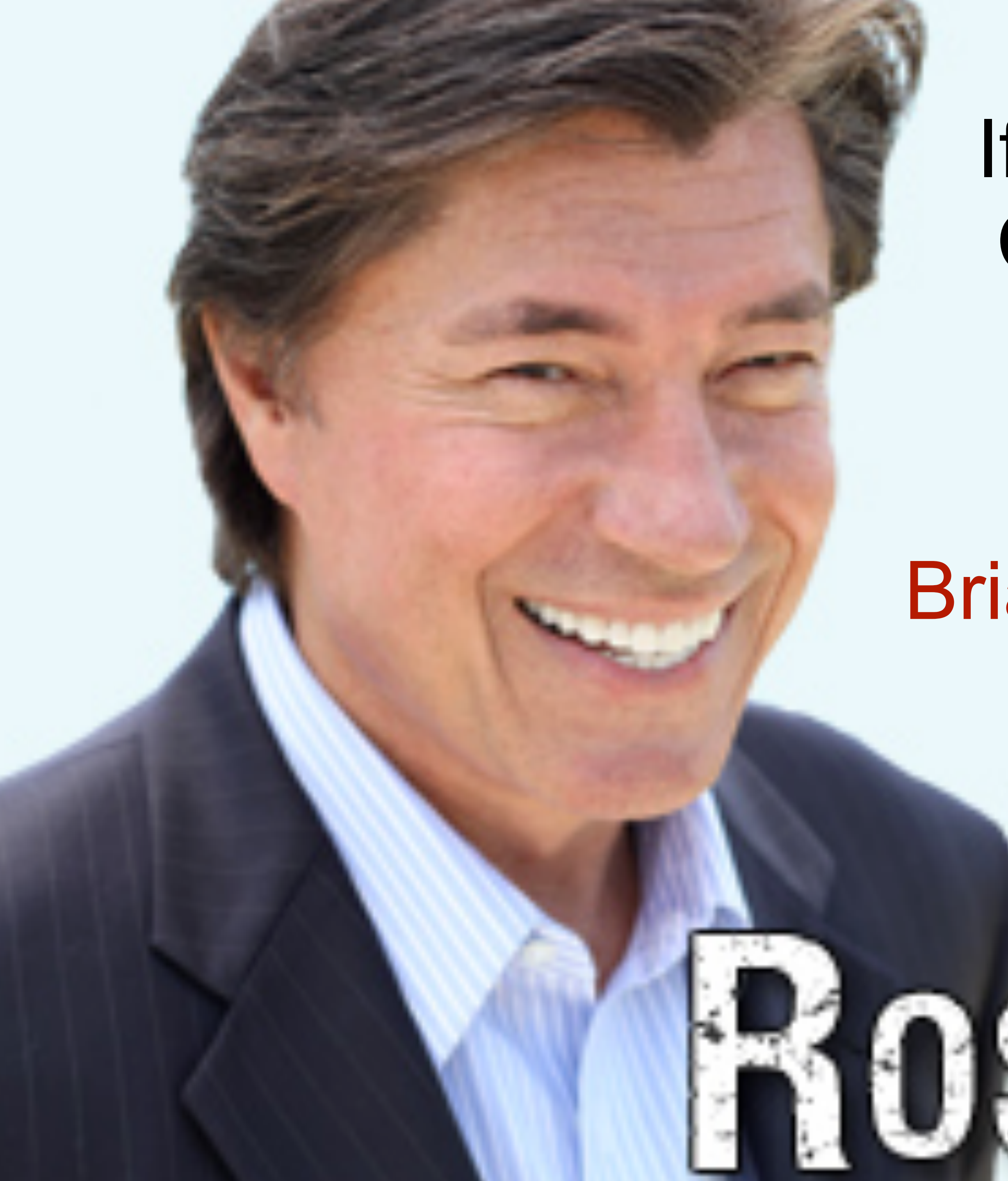
- How to Sustain a Business for Over 15 Years?** | Leadership Speaker | Ross Shafer
by Ross Shafer
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by Ross Shafer
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This video will inspire smaller office financial planners (and CFPs) re: "How to differentiate your practice." Yo...

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Contact: Brian Lord
Brian@PremiereSpeakers.com
(615) 261-4000

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