

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

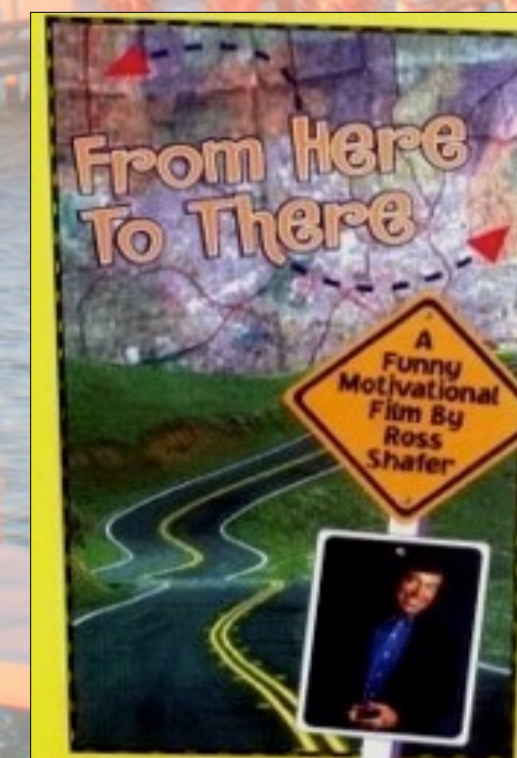
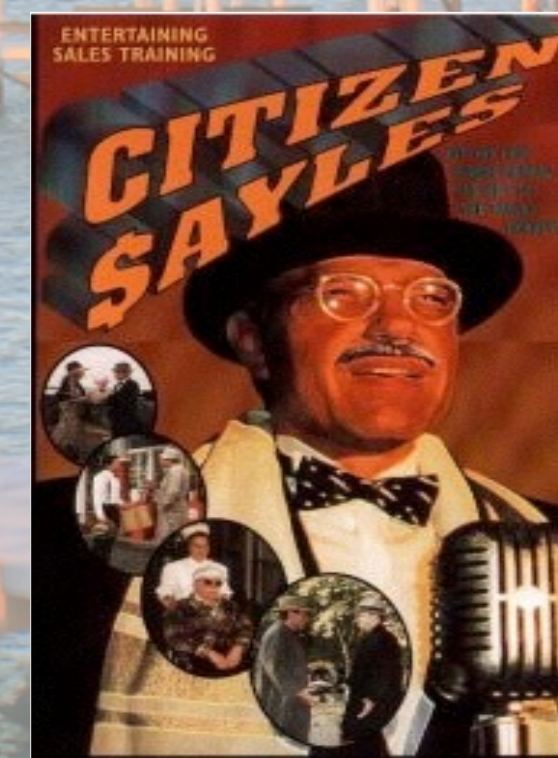
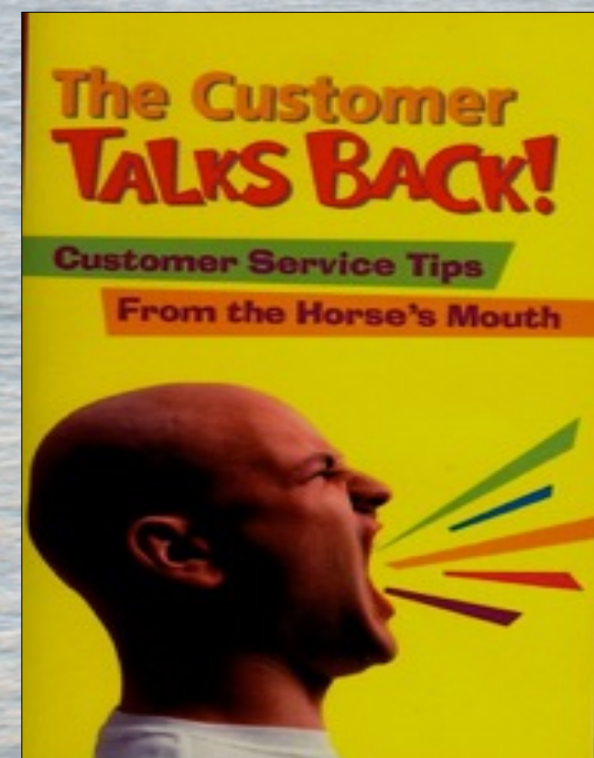
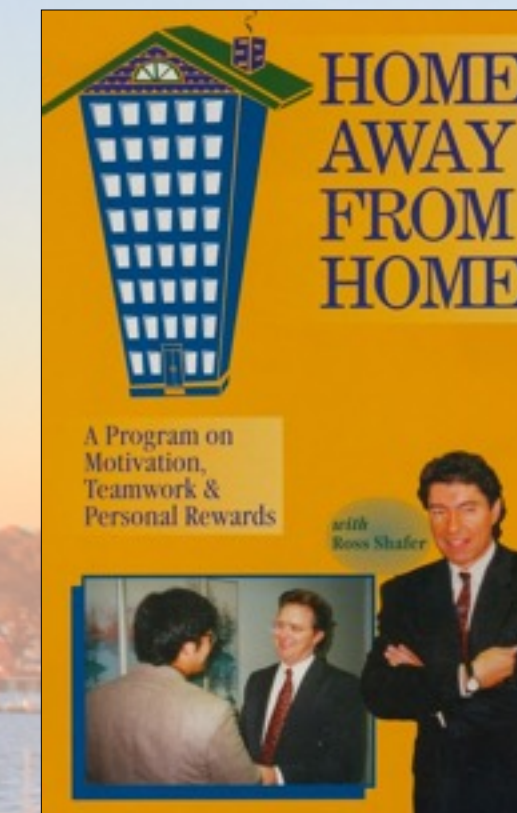
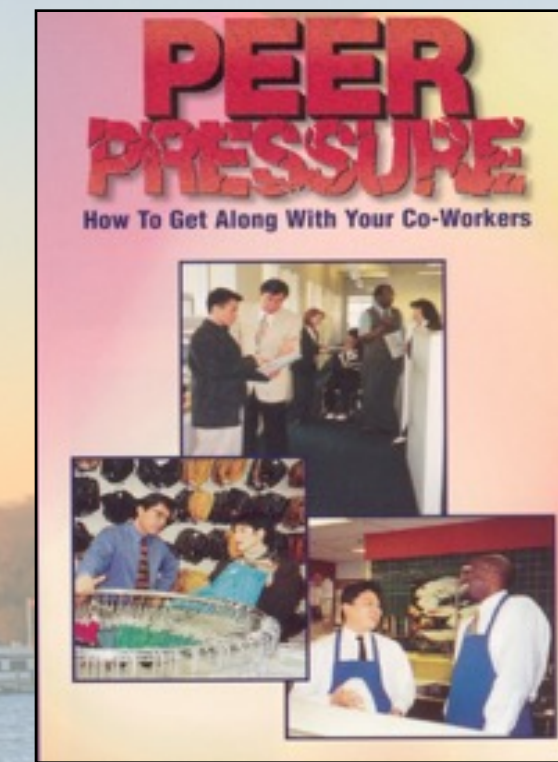
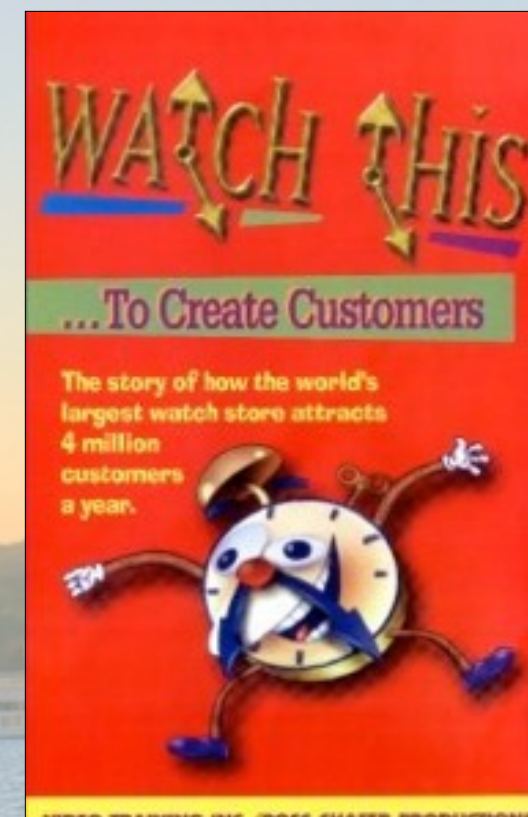
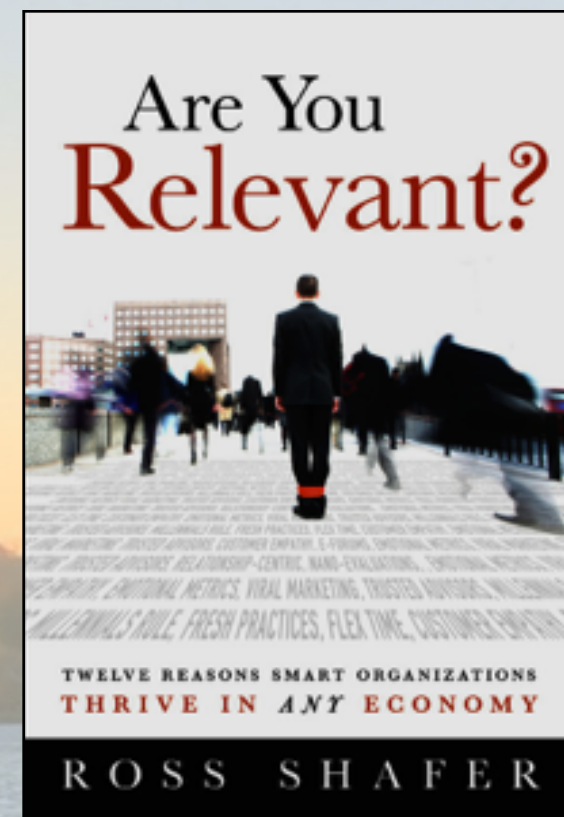
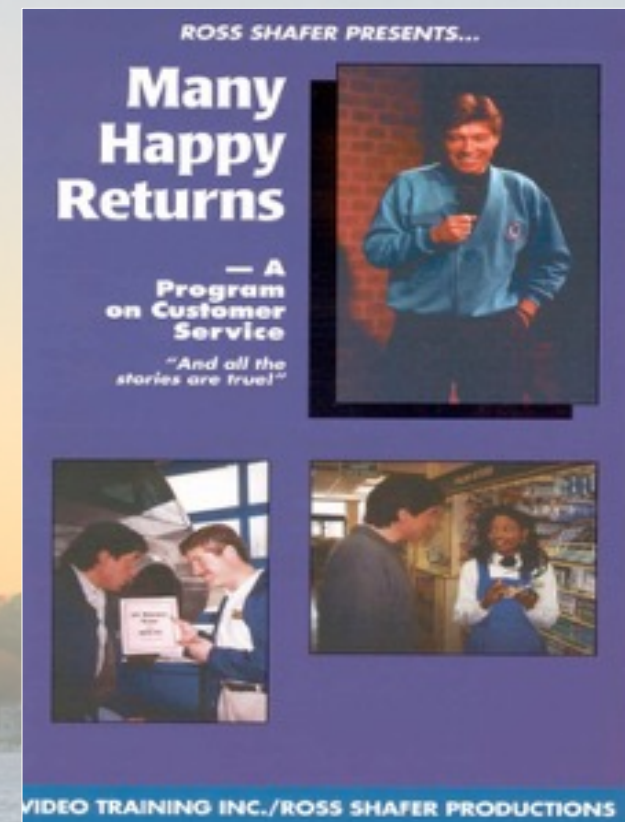
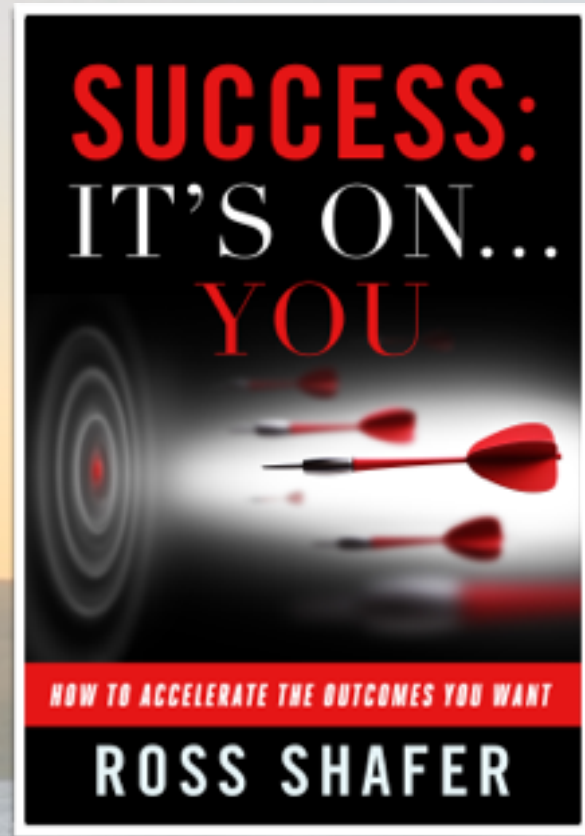
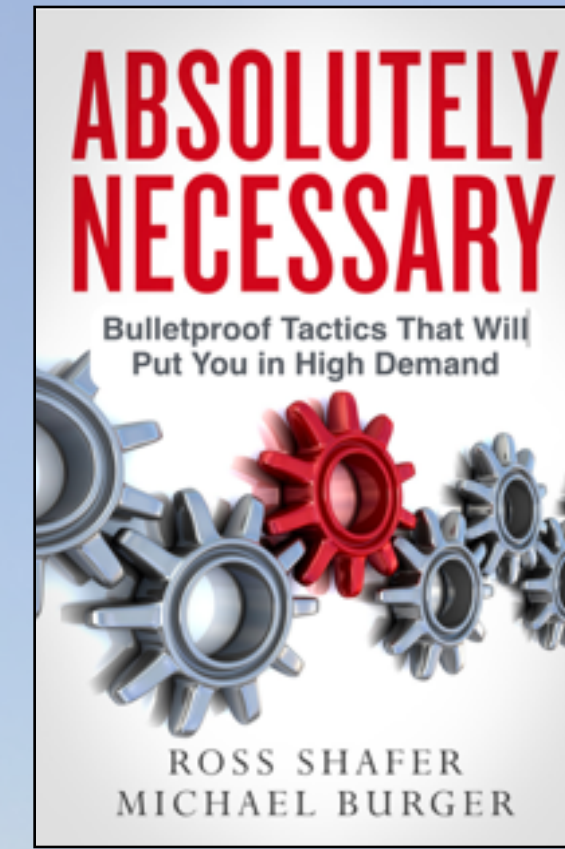
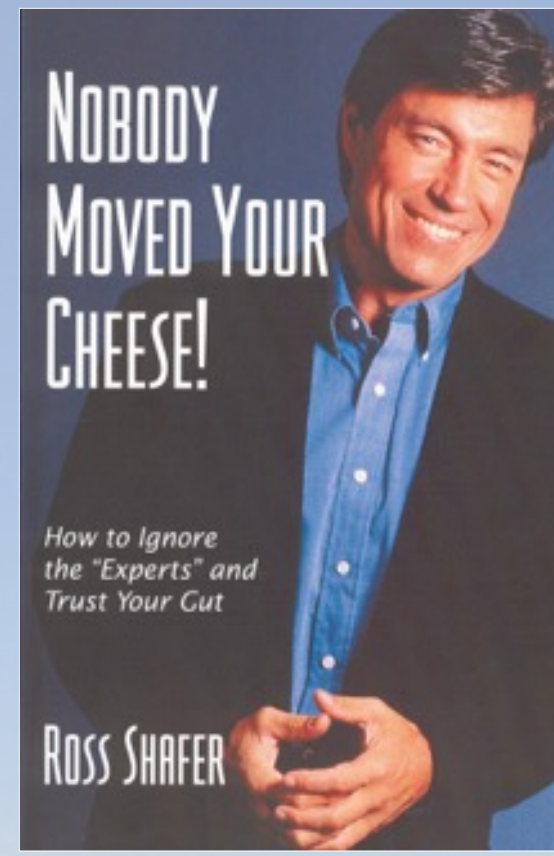
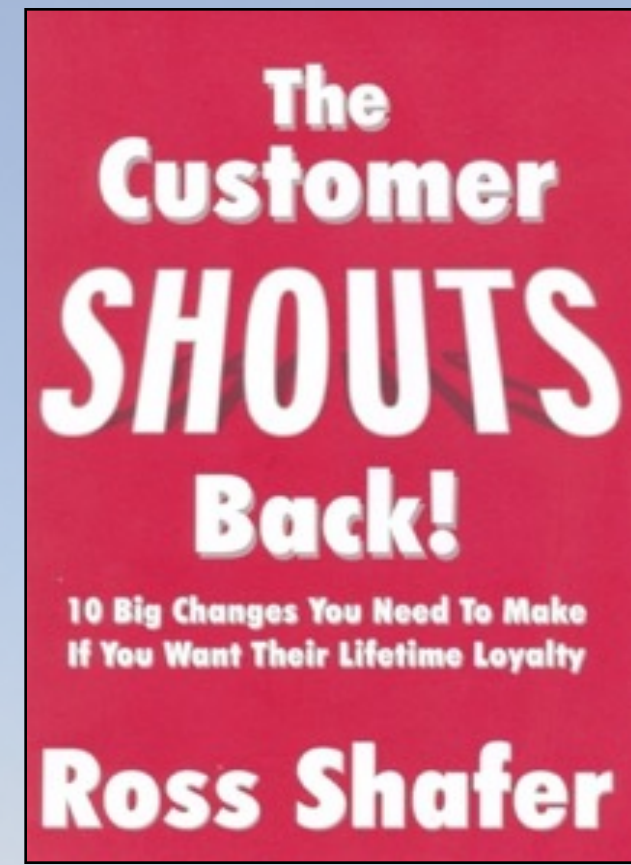
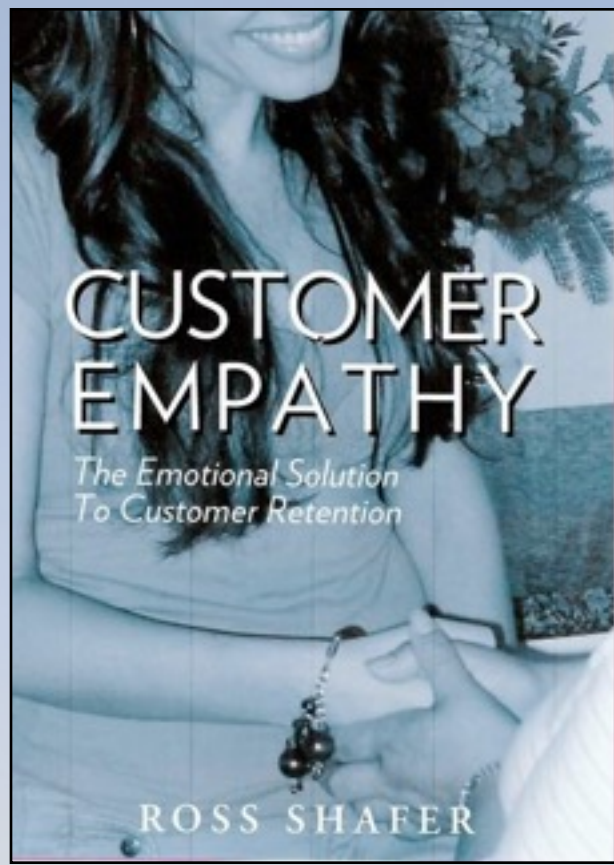
Contact: Helen Broder
helen@RossShafer.com
(910) 256-3495

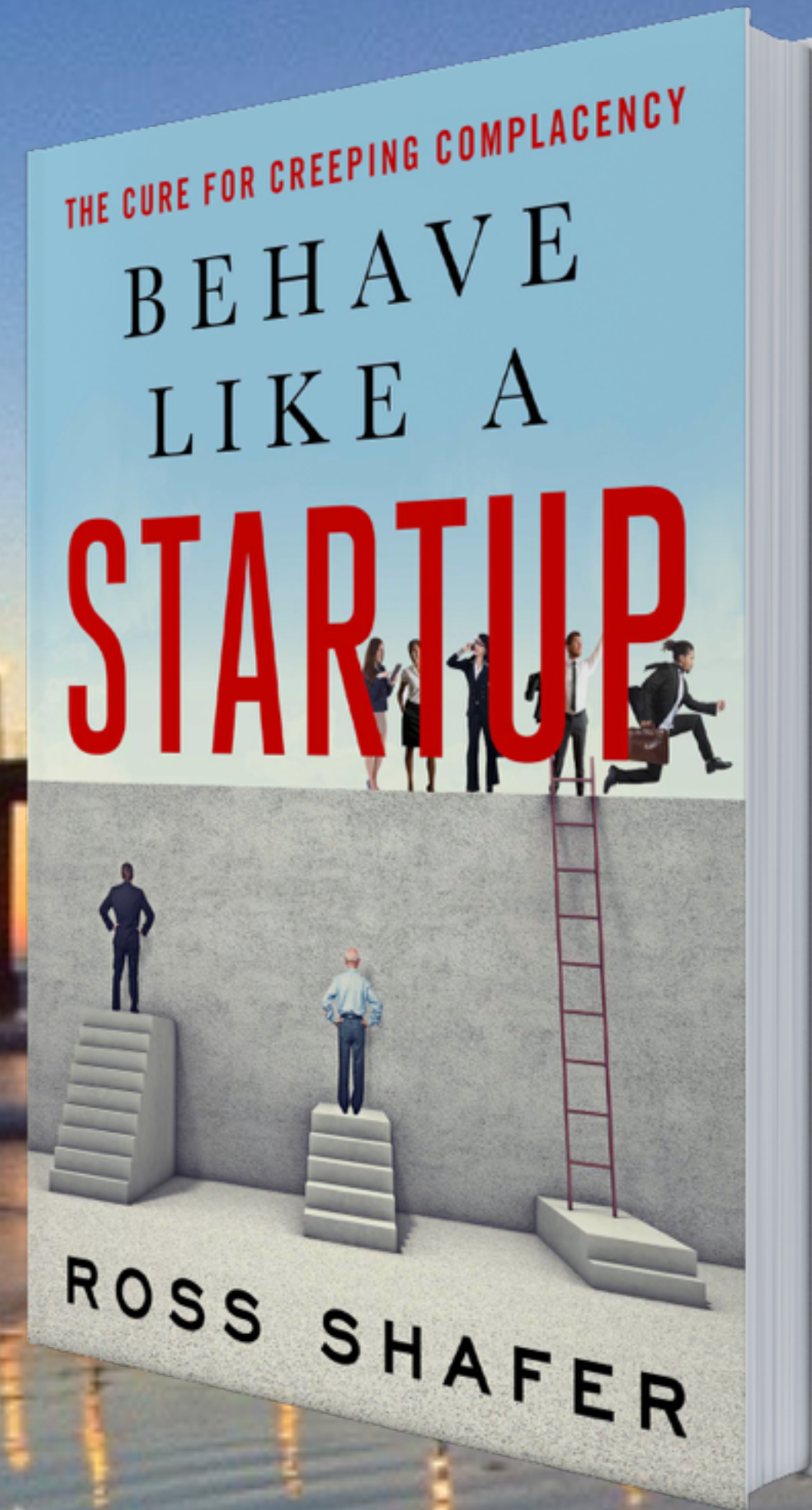
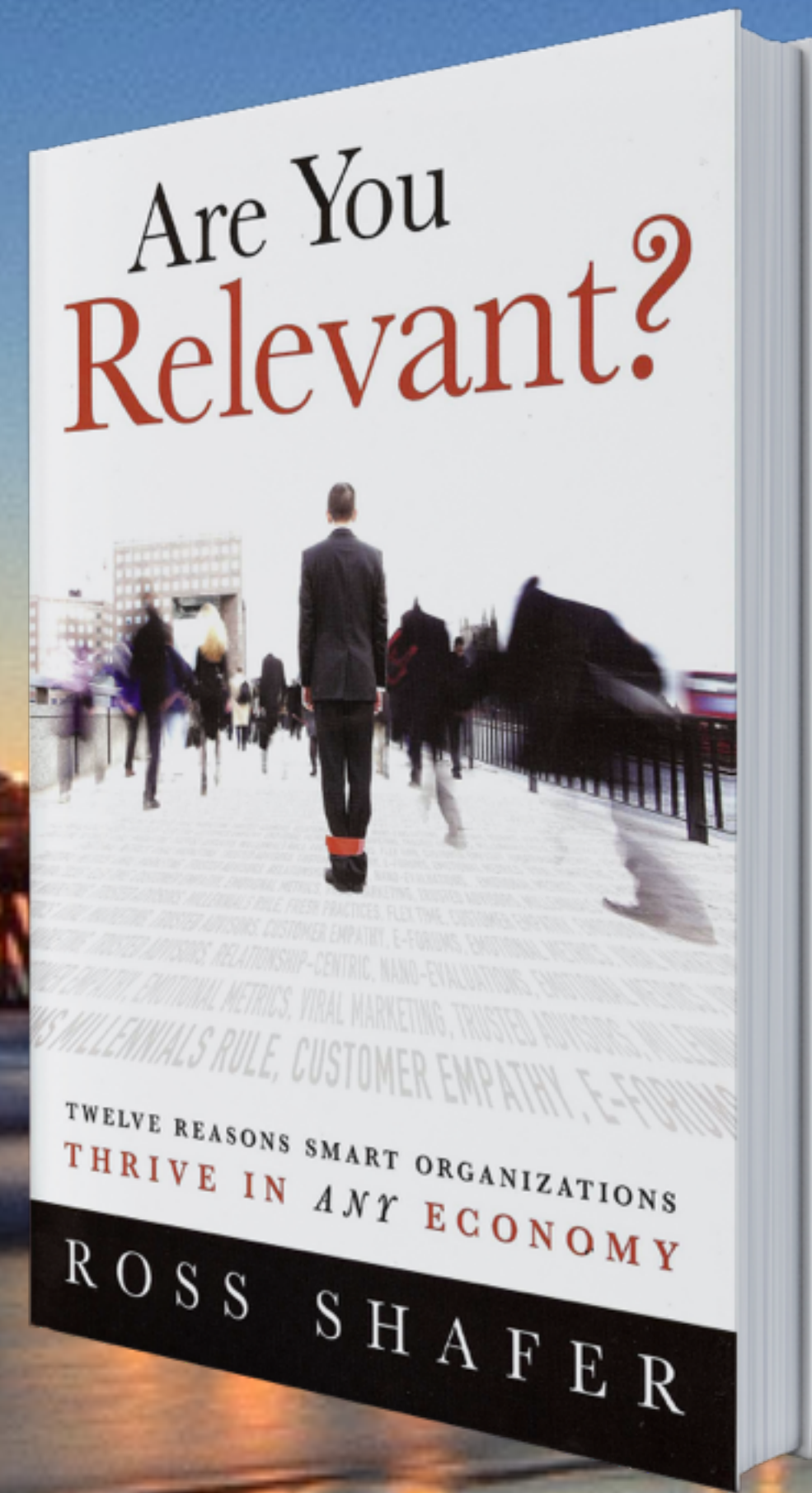
ROSSSHAFER

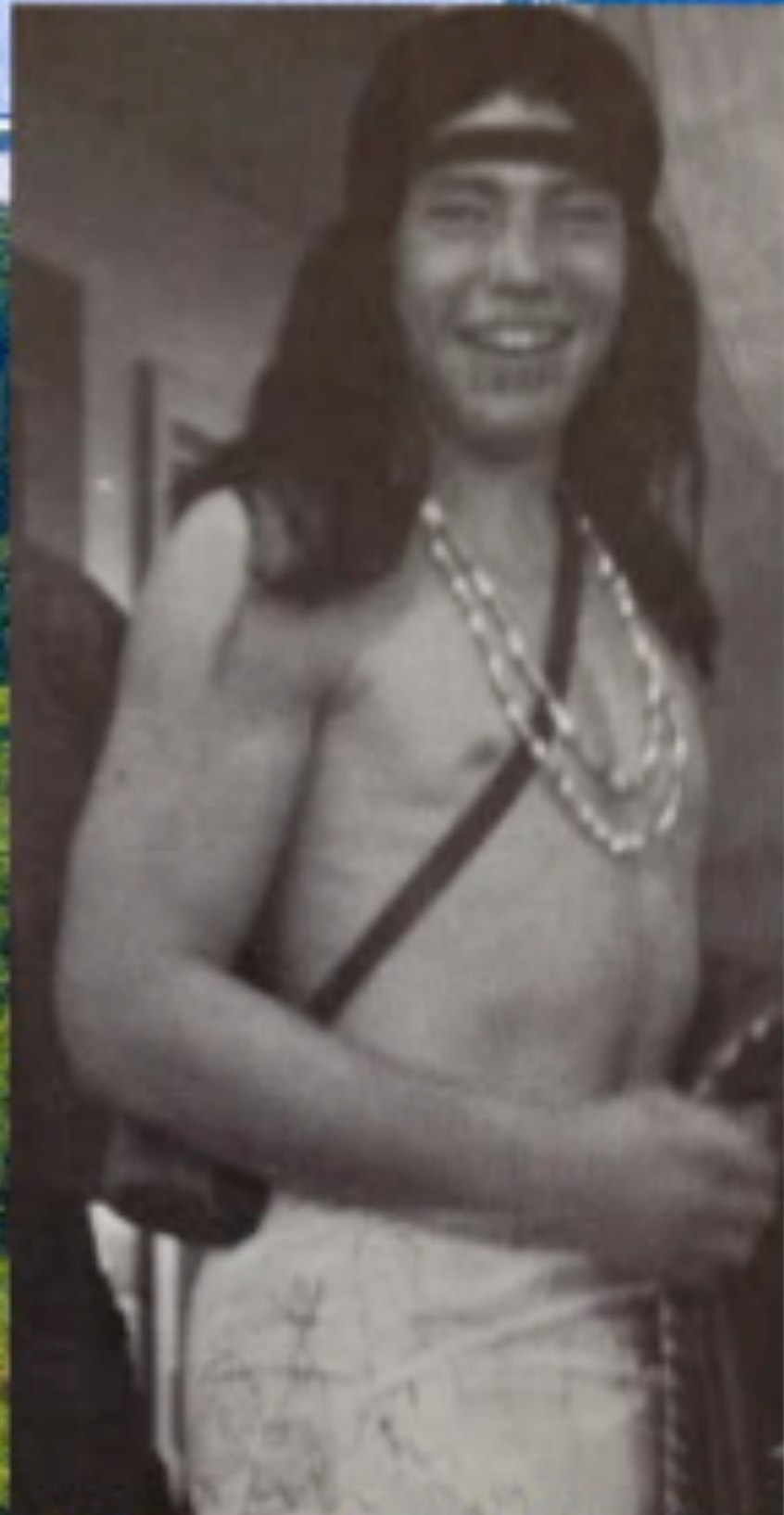
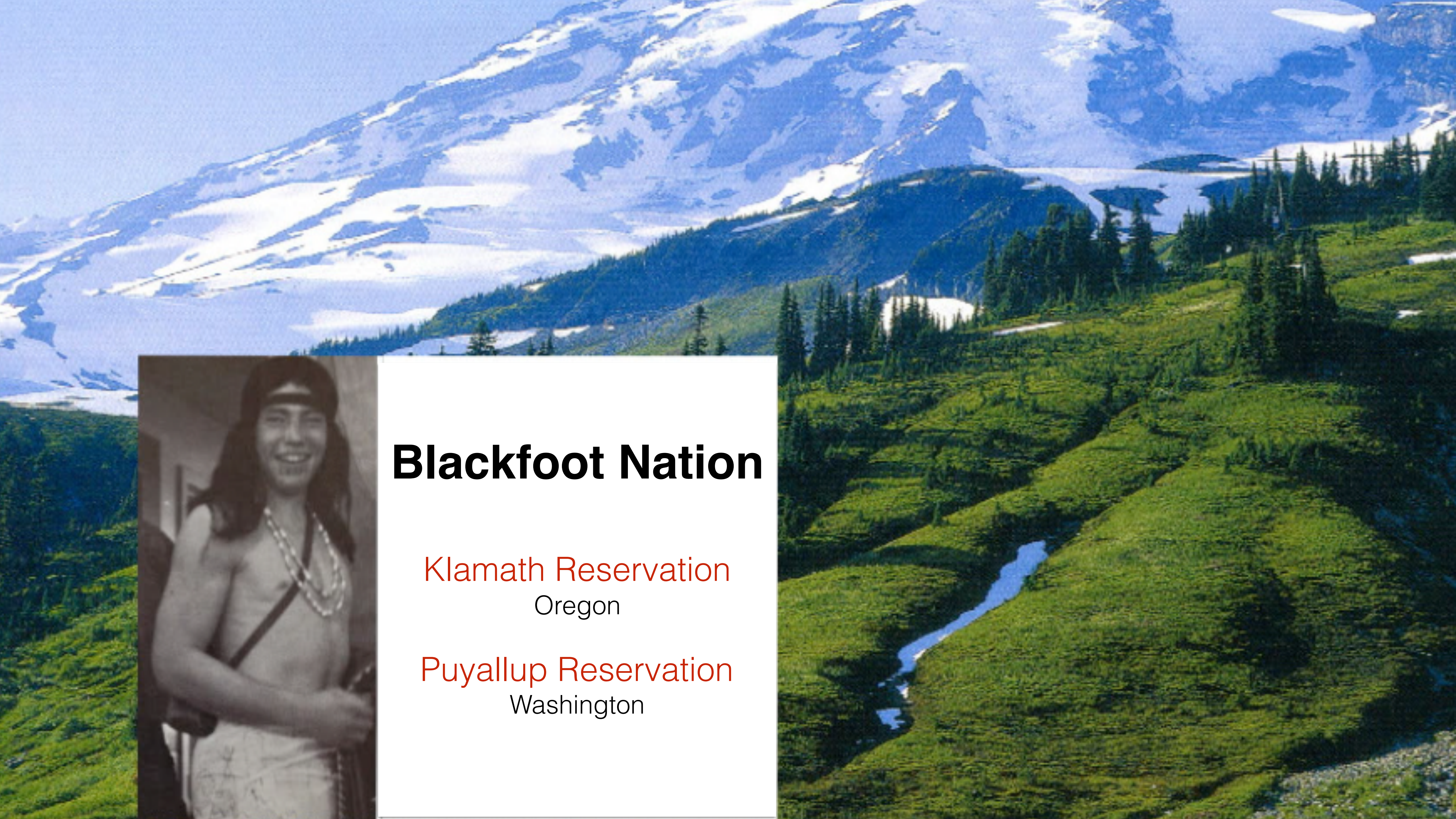
Become Even More Relevant

by Ross Shafer









Blackfoot Nation

Klamath Reservation

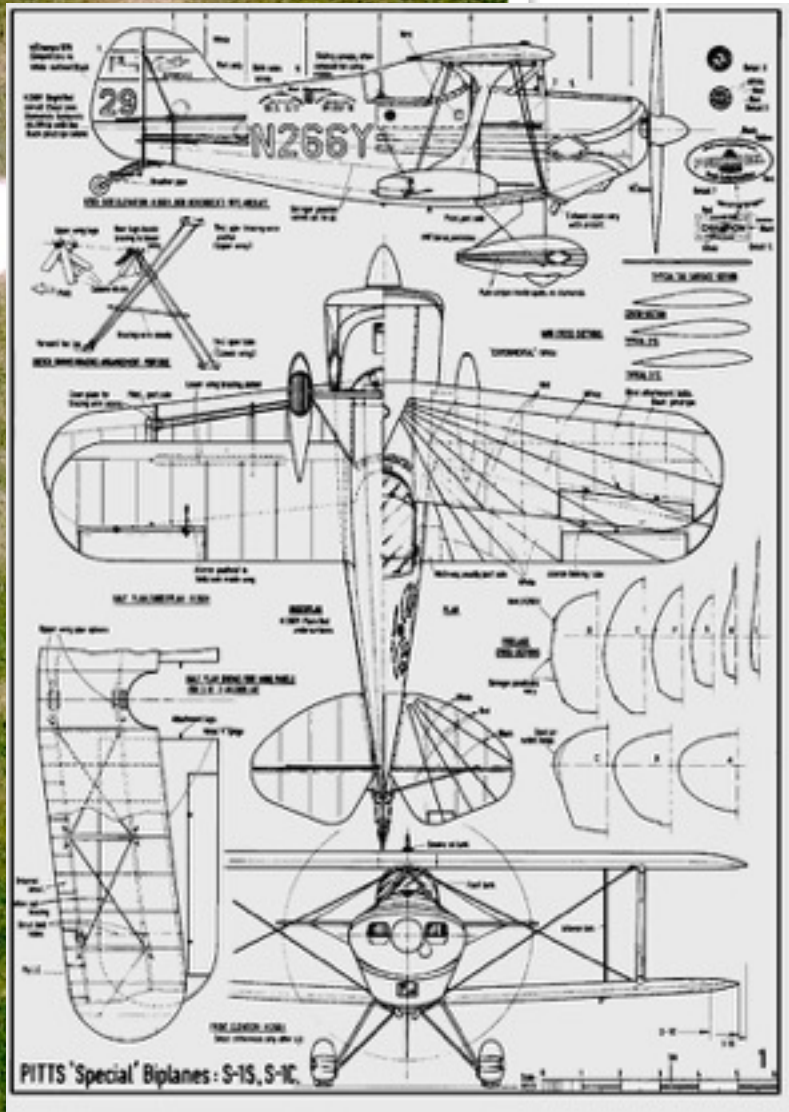
Oregon

Puyallup Reservation

Washington



Chuck Shafer 1927-2001



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



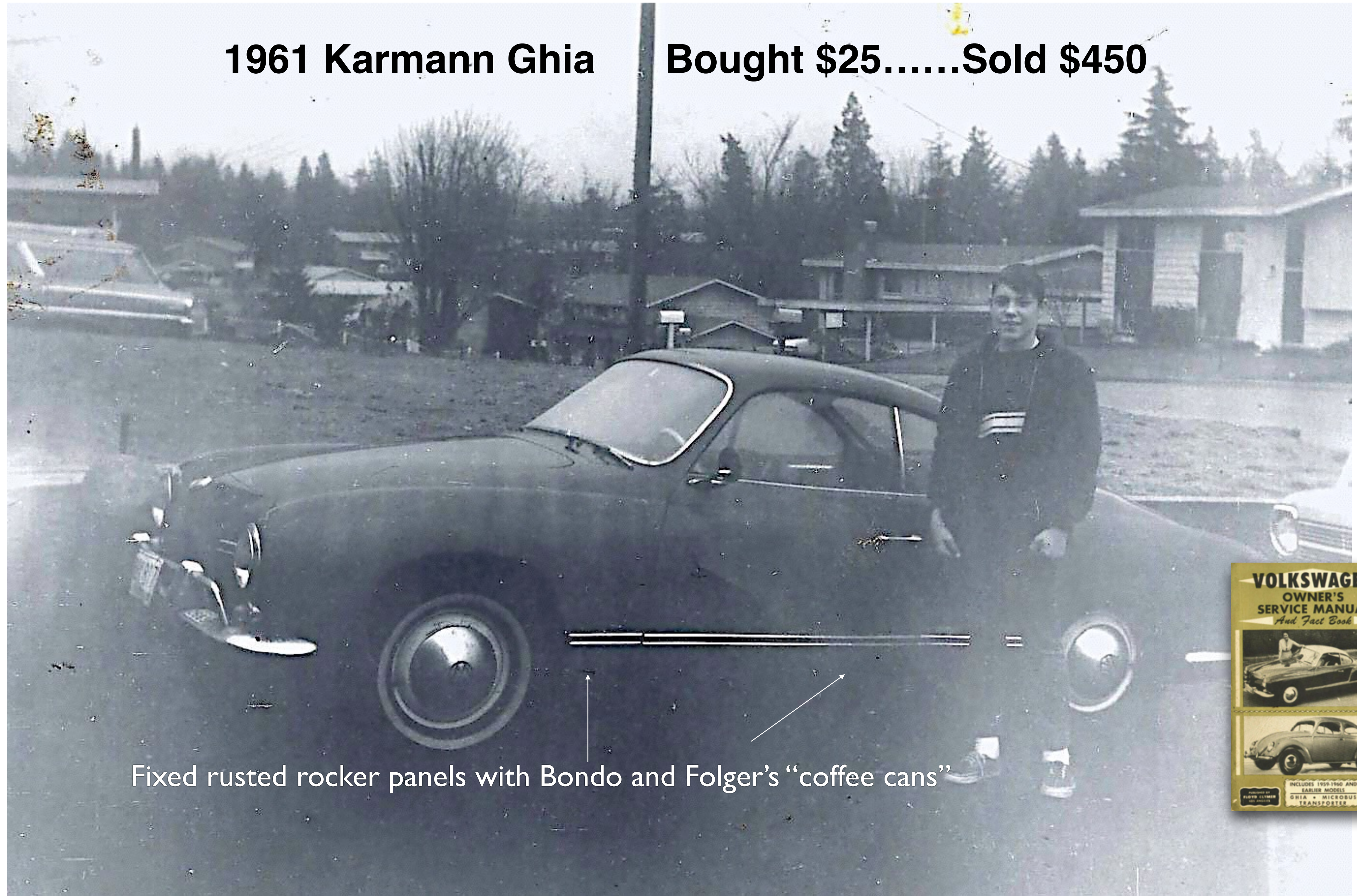
Maiden flight - May 1971





1961 Karmann Ghia

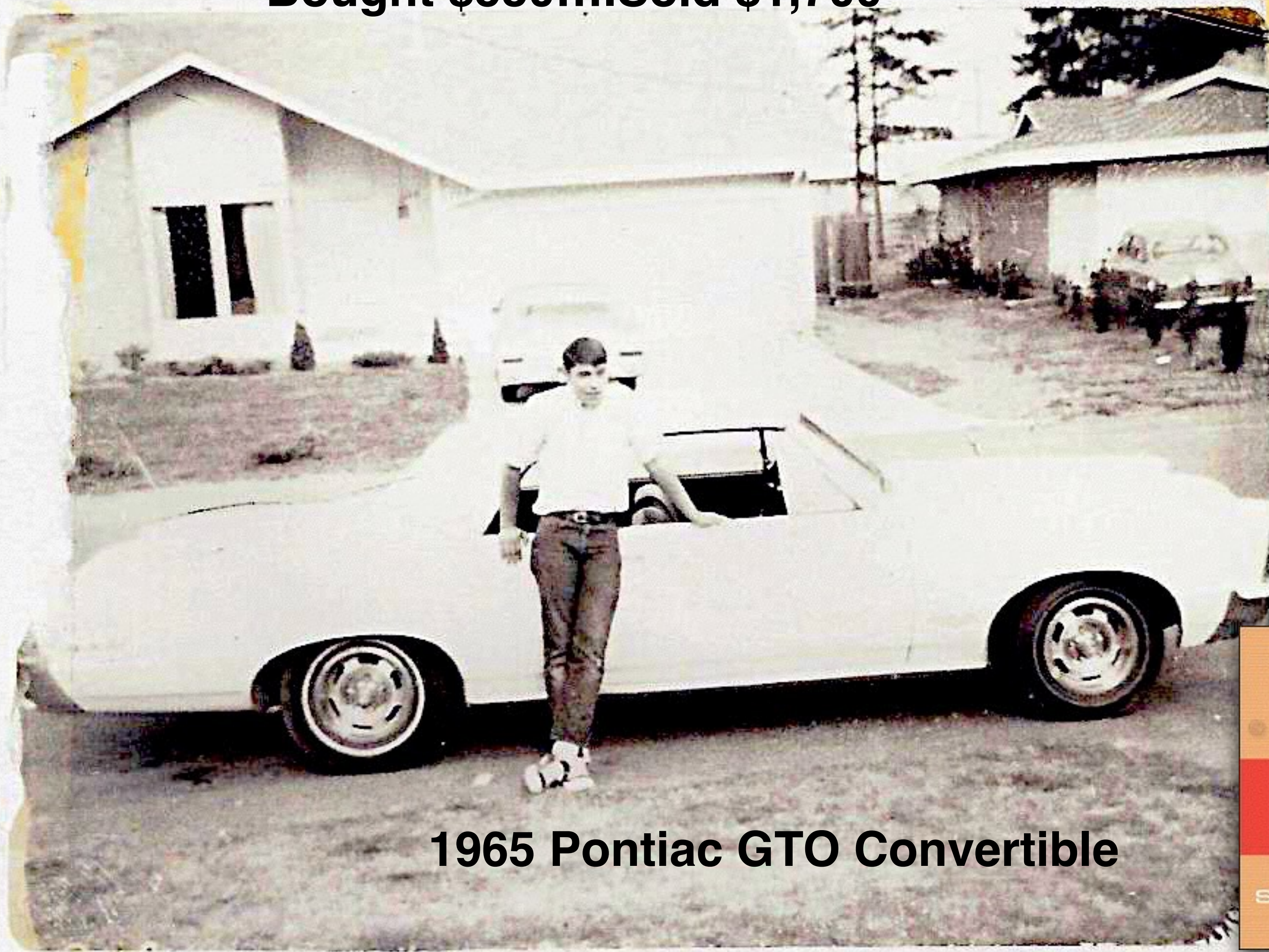
Bought \$25.....Sold \$450



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



UNITED STATES BANKRUPTCY COURT Western District of Washington

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





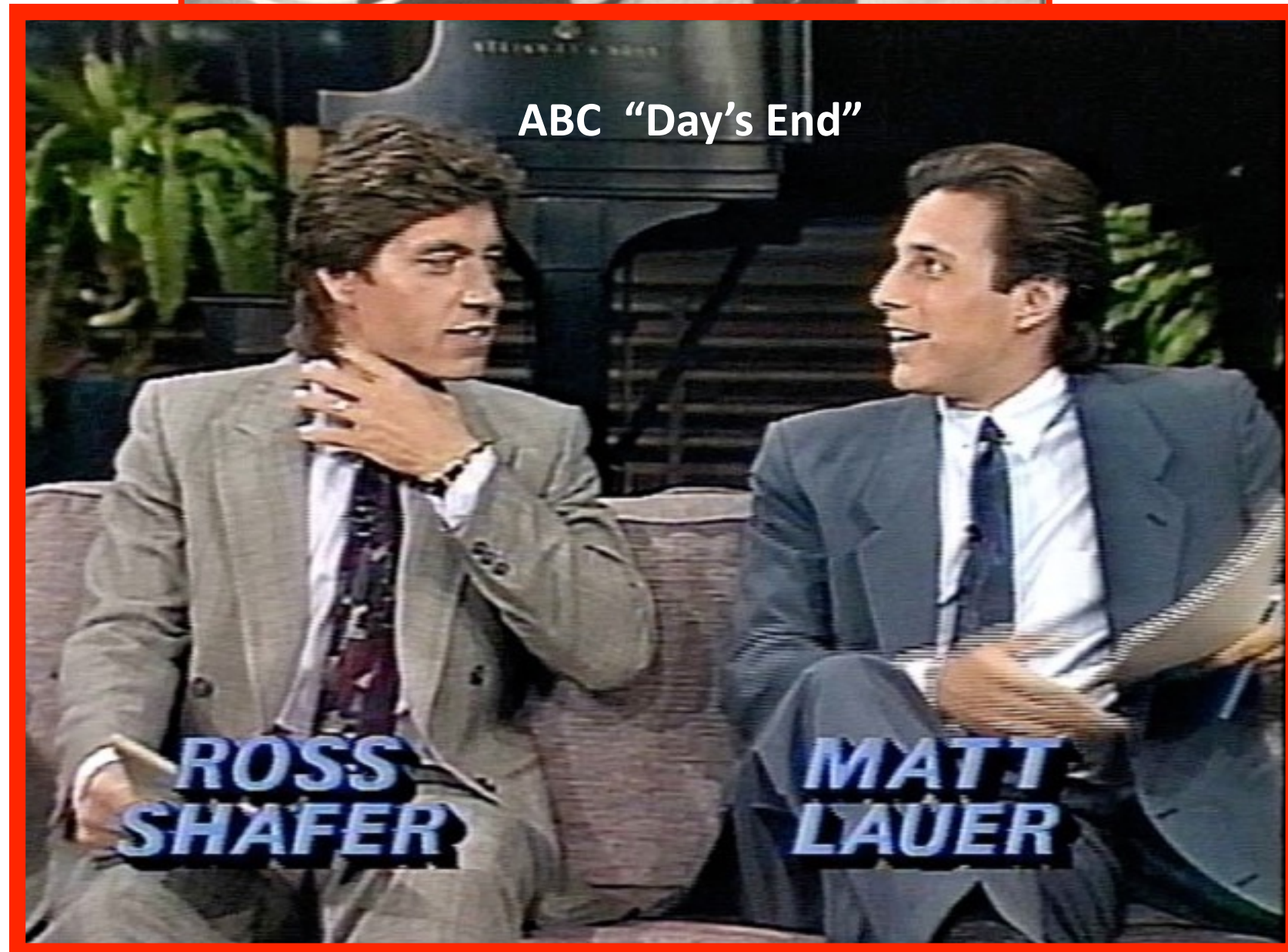
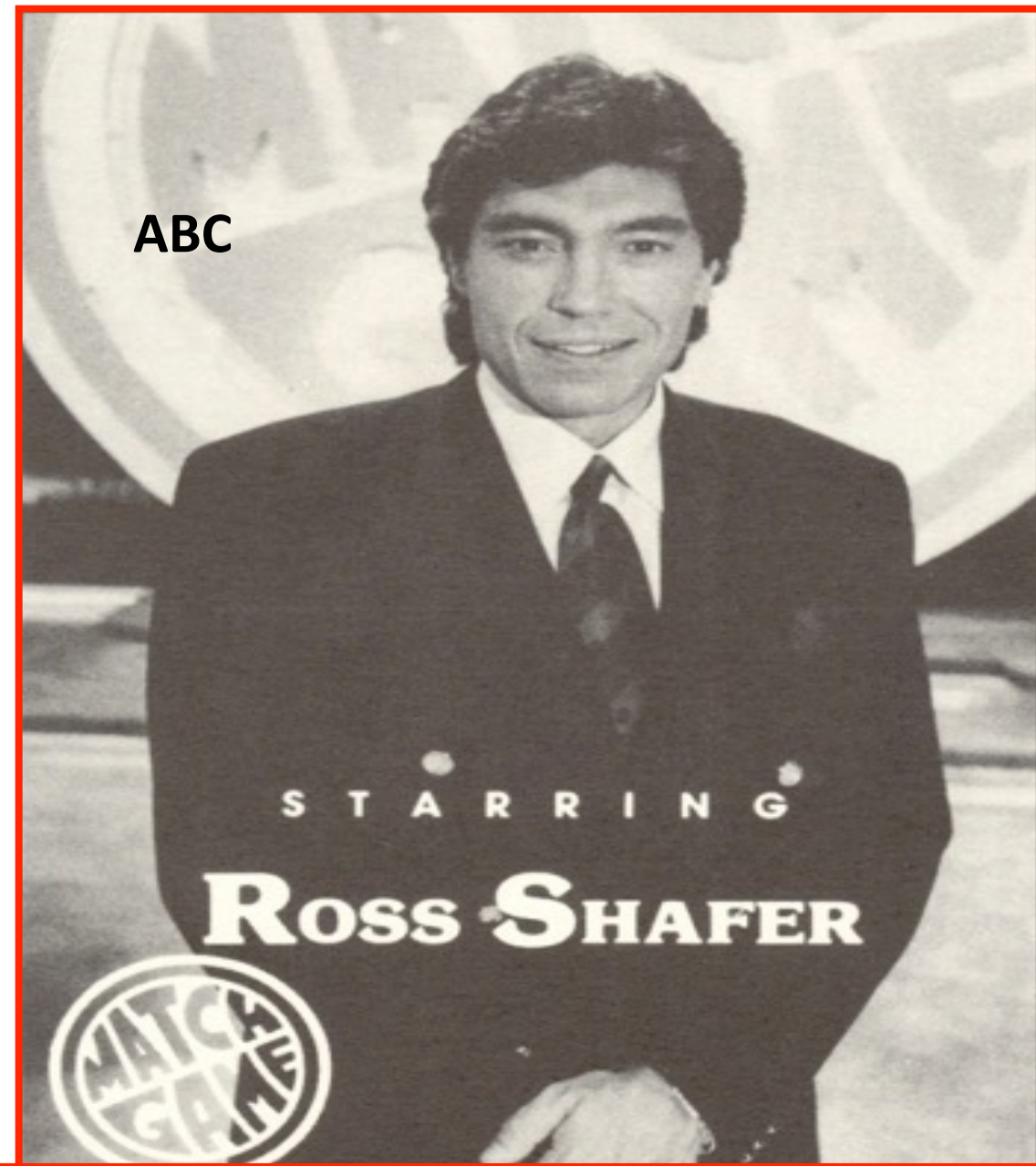
Explaining things the easy way!

How to Start a Pet Shop (retail) Business

Advancing Beginners

The Beginners Guide Volume 1







Follow the Tracks of the Herd

Learn to Spot Trends... & then Exploit them

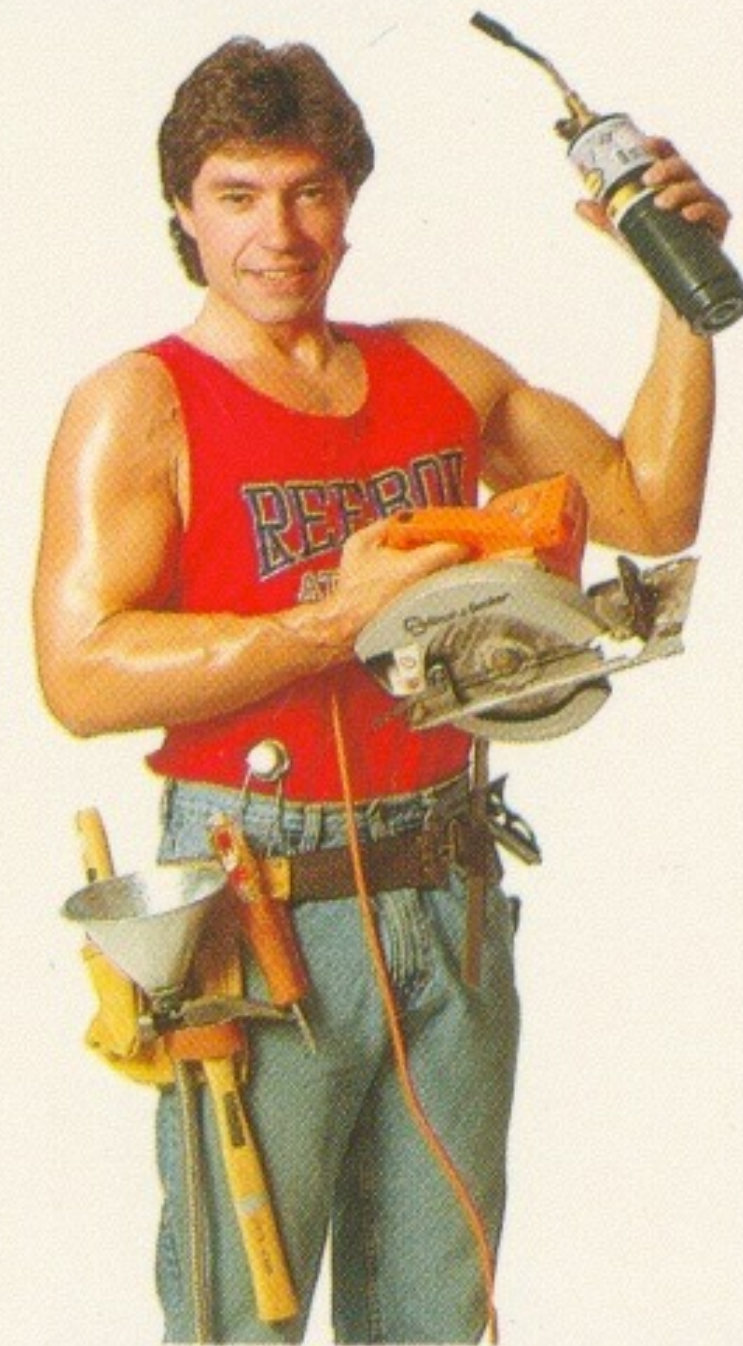


COOK-LIKE- A-STUD

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

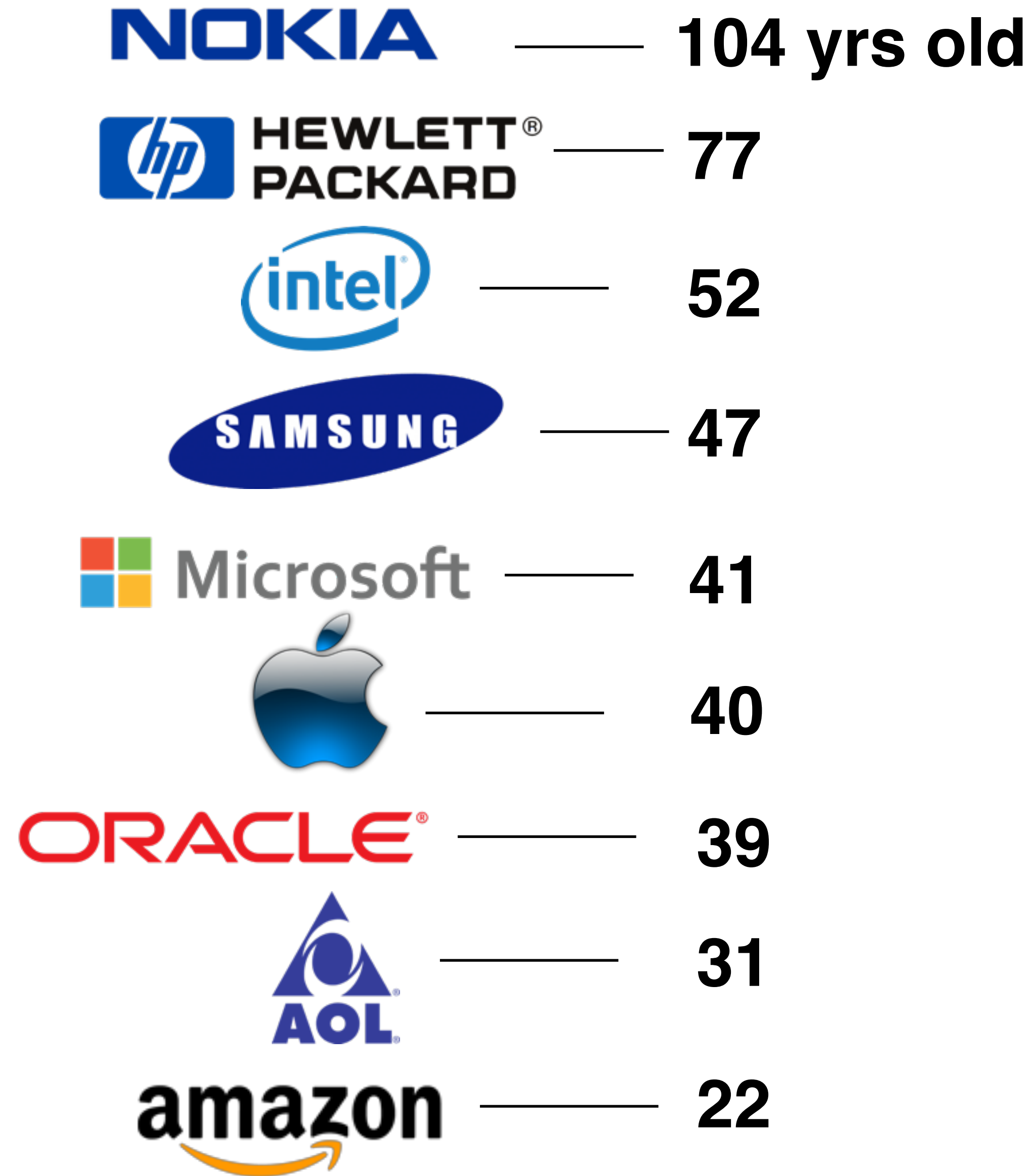
Foreword by
JEFF "THE FRUGAL GOURMET" SMITH

Ross Shafer



CHANGE ADVICE? Launch Ideas Quickly





Be Vigilant: Tweak Everything



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

[RESERVATIONS](#)

[LOCATIONS](#)

[MENUS](#)

[GIFT CARDS](#)

[BANQUETS & MEETINGS](#)

[ABOUT US](#)

[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

The Brand with the Best Story Wins



BUFFALO TRACE™

HANDCRAFTED BY THE WORLD'S MOST DECORATED DISTILLERY



Buffalo Trace Kentucky Straight Bourbon Whiskey is distilled, aged and bottled at the most award-winning distillery in the world. Made from the finest corn, rye and barley malt, this whiskey ages in new oak barrels for years in century old warehouses until the peak of maturity. The taste is rich and complex, with hints of vanilla, toffee and candied fruit. The smooth finish lingers on the palate. This will never change.

CONTINUE THE JOURNEY

A collage of award logos and a distillation process diagram. The awards include:

- WHISKY MAGAZINE DISTILLER OF THE YEAR
- WORLD WHISKEY OF THE YEAR Sazerac Rye 18 Yr. *Jim Murray's Whiskey Bible*
- TOP SPIRIT IN THE WORLD George T. Stagg *Spirit Journal*
- WHISKY MAGAZINE AMERICAN VISITOR ATTRACTION OF THE YEAR
- WHISKY MAGAZINE AMERICAN INNOVATOR OF THE YEAR
- WHISKY MAGAZINE AMERICAN DISTILLER OF THE YEAR
- WHISKY MAGAZINE DISTILLER OF THE YEAR
- SAN FRANCISCO WORLD SPIRITS COMPETITION DISTILLERY OF THE YEAR
- WHISKY MAGAZINE WHISKY VISITOR ATTRACTION OF THE YEAR

The distillation process diagram includes icons for:

- HISTORY
- INGREDIENTS
- MILLING
- COOKING
- FERMENTER
- DISTILLATION
- OAK BARRELS
- AGING
- SELECTION



MailChimp

**We are looking for highly creative types to
join our team in Atlanta, Georgia**



About MailChimp

More than 14 million people and businesses send marketing emails, automated messages, and targeted campaigns.



**She'll tell you
size doesn't matter.
She's lying.**



Super Star[®] with cheese



It's gonna get messy.



**EAT
LIKE
YOU
MEAN
IT[®]**



THOSE STUFF. FUN STUFF.
FIND US AT FACEBOOK.COM/CARLSJR

**WOW-ing the Customer
is NOT Enough**







erases



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

DON'T ALLOW THE

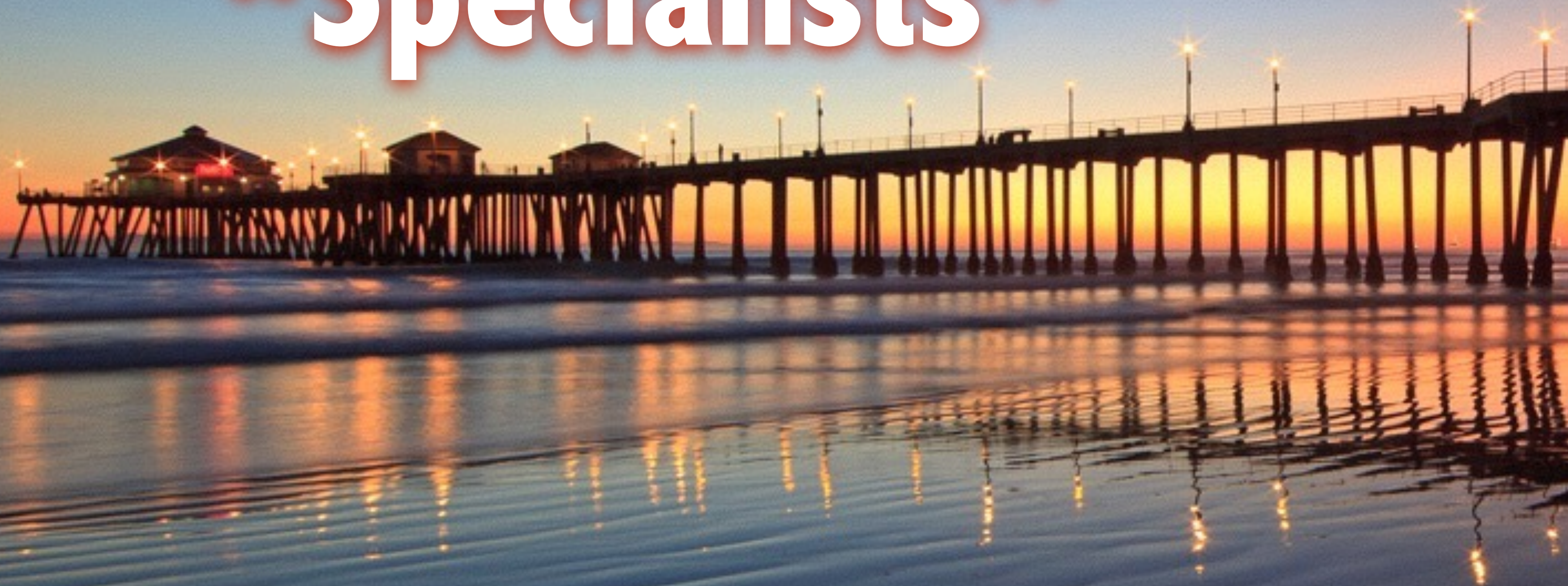


MOMENTS



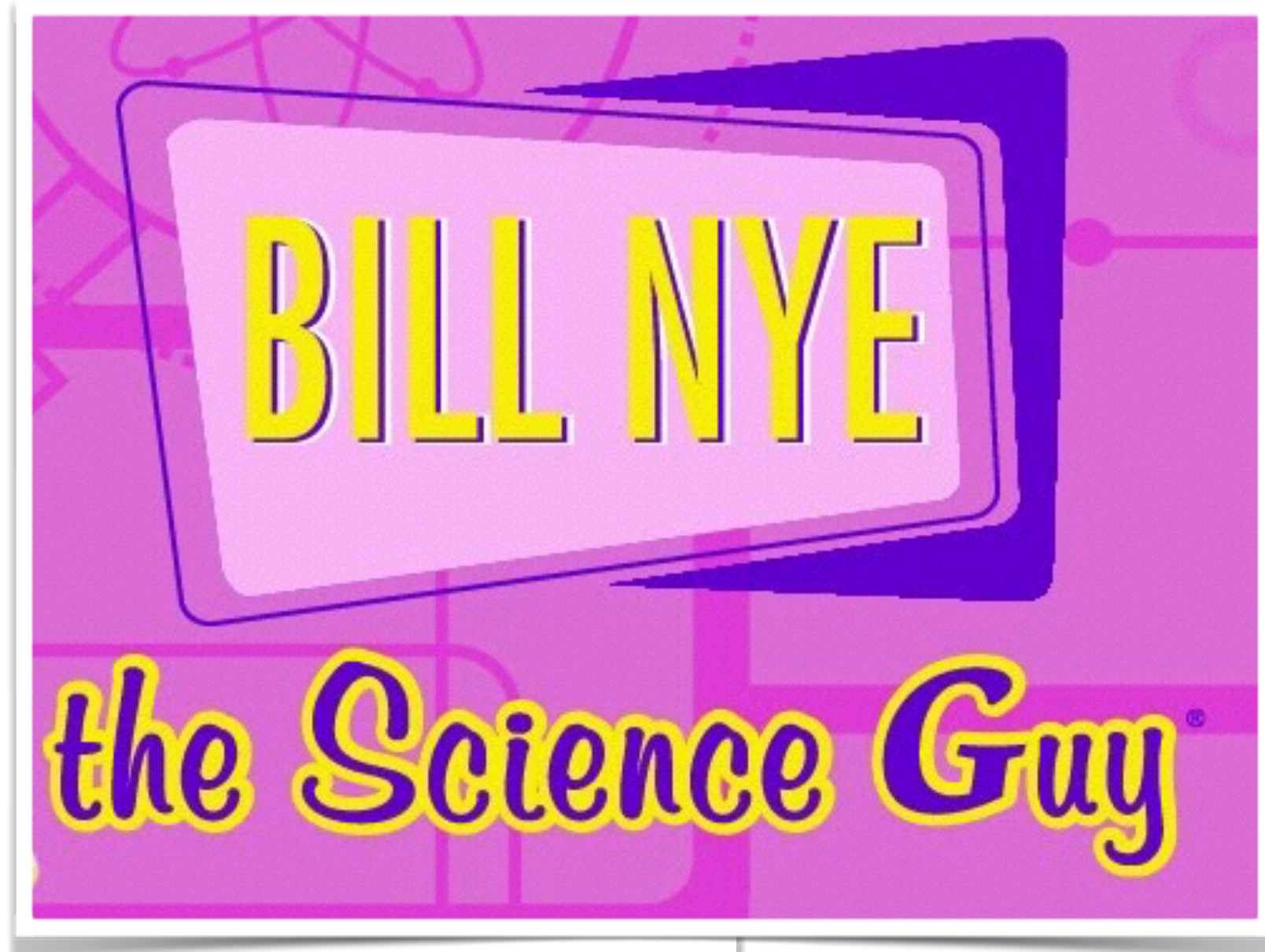
Makes you laugh.
KISSES YOUR FOREHEAD
says he's sorry.
makes an effort.
HOLDS YOUR HAND.
WORKS HARD
attempts to understand you.

**Today, Customers Want
“Specialists”**



World's Greatest Shooter





Being Other-Centered Crushes Competitors





Guests love us to show interest in THEM

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

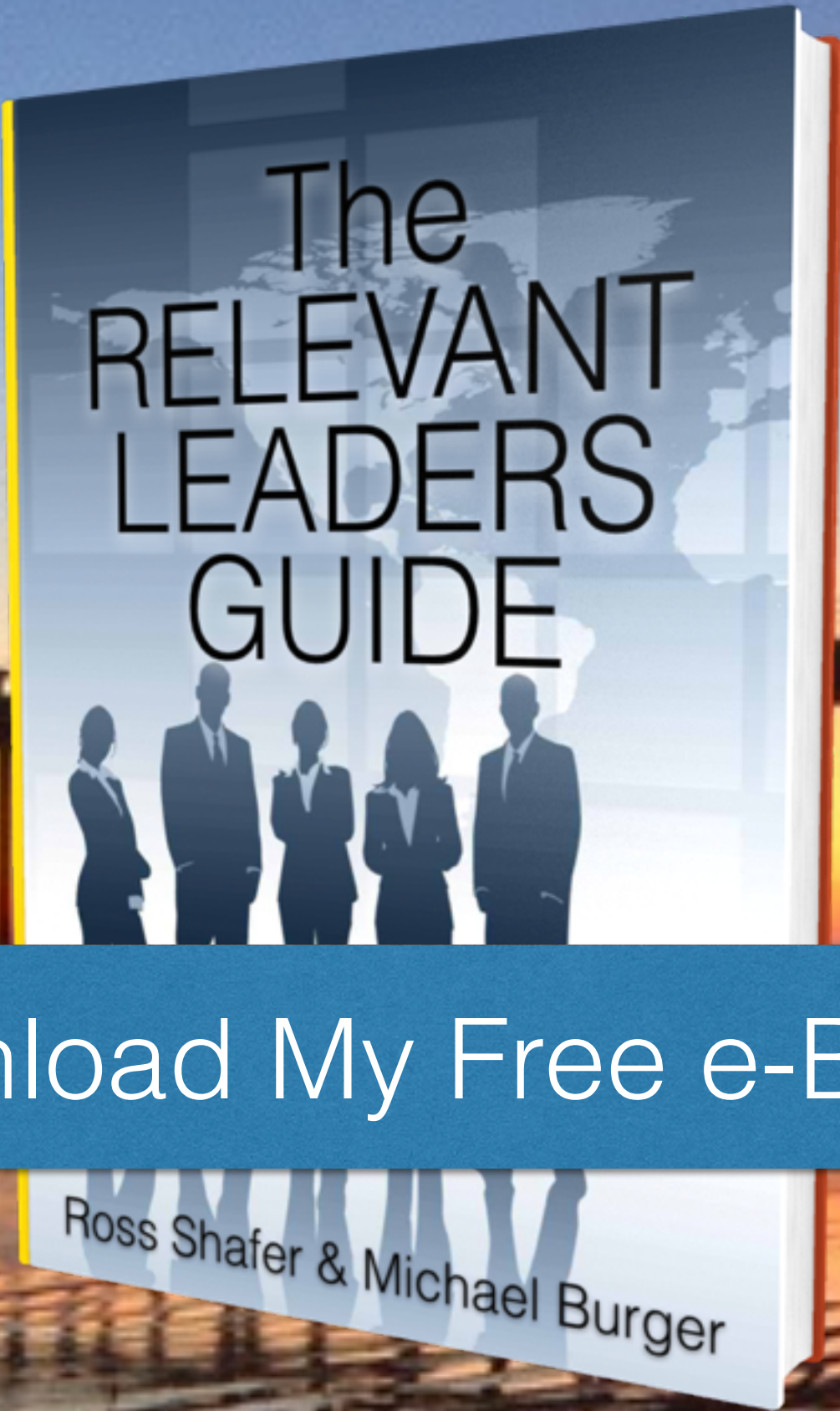
Relevant Leaders Club Download All

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
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
by 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
by 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
by 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...
by Ross Shafer
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

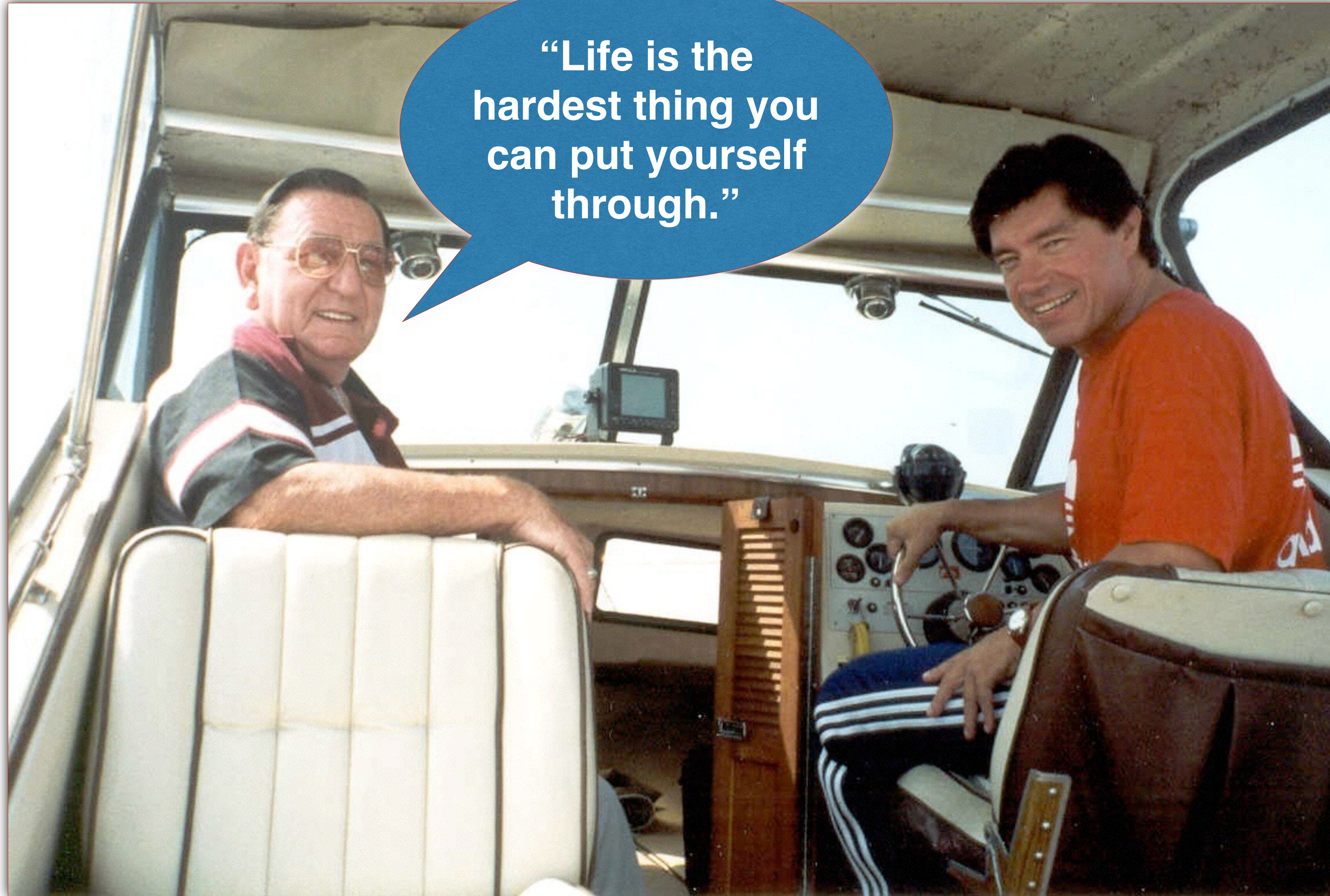
Download My Free e-Book



www.RossShafer.com

Resilience is Your Best Friend



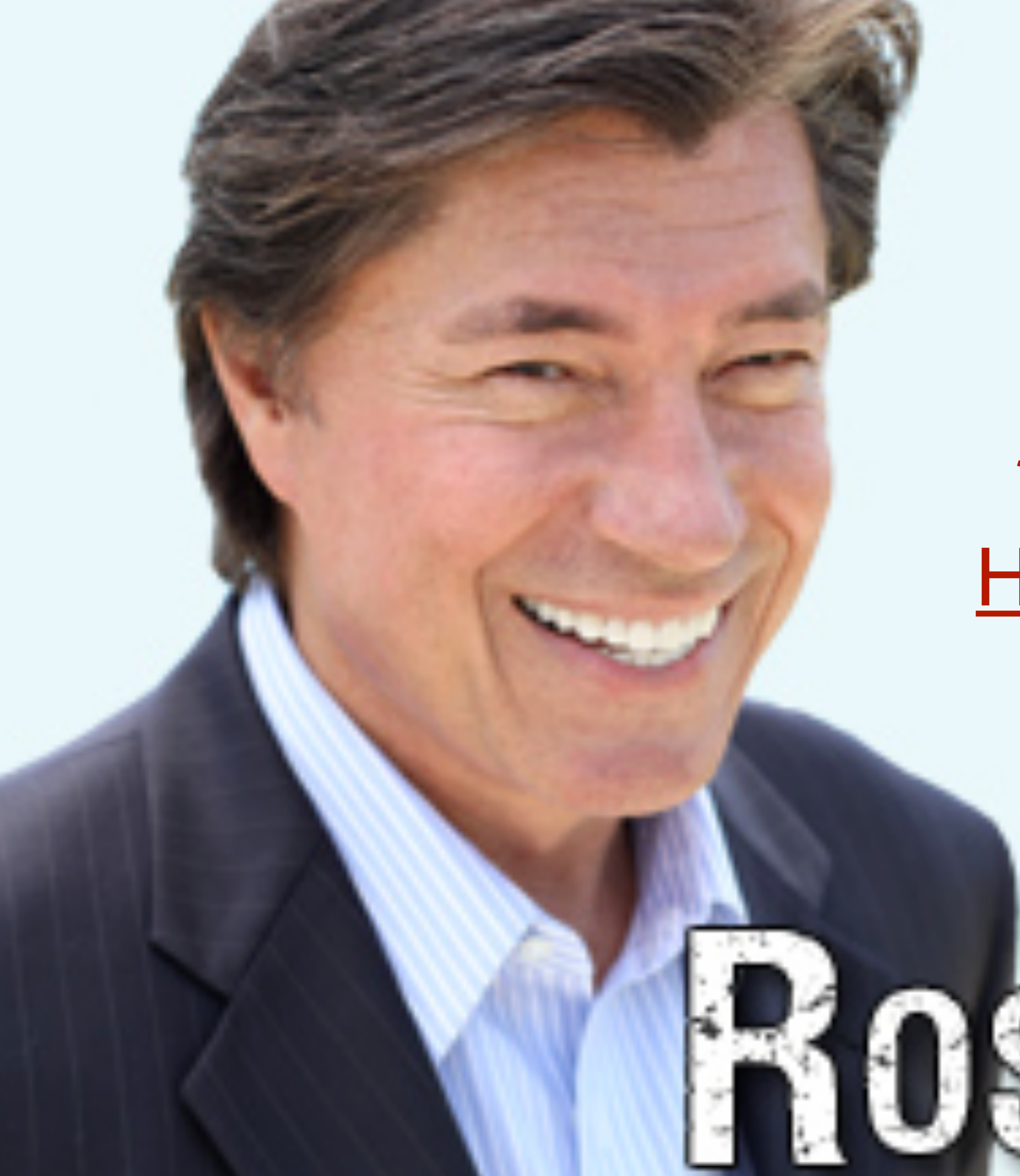


Chuck Shafer 1927-2001



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





If You Want a Custom
Program for YOUR
team...

*Contact Helen Broder
Helen@RossShafer.com
1-910-256-3495

ROSSSHAFFER