



## Meet Cindy Solomon

For more than two decades, widely admired leadership expert, author, and keynote speaker Cindy Solomon has helped Fortune 5000 companies all over the world cultivate Courageous Leaders™ and customer-focused cultures.

A self-confessed “recovering corporate executive,” Cindy’s mission is to **radically update the way we think about and practice leadership** to create high-performance teams focused on consumer experience and results.

With her signature razor-sharp wit, Cindy goes beyond battlefield analogies and sports metaphors to deliver real-life business stories and actionable advice on next-generation leadership, experience, and service excellence in today’s consumer-driven economy.

One of the world’s most requested keynote speakers and leading voices in customer service, Cindy is known for her hilarious, provocative, and action-focused delivery that jumpstarts any audience to courageous action. Working across industry, geography, and functional areas, Cindy’s message of courage enables every attendee to create the success they want in both their professional and personal lives.

Cindy’s clients include a who’s who of corporate America and national/international associations. Recent clients include: **Oracle, KeyBank, Cisco, the American Bankers Association, Google, Salesforce, Raytheon, Wells Fargo, UPS, PWC, The Ritz-Carlton, Pfizer, American Medical Association, Association of Nurse Practitioners, and hundreds more.**



**Cindy... rocked it! The perfect message at the perfect time for our audience.**

CEO | American Bankers Association

▶ Watch Cindy in Action  
[bitly.com/cindysolomon](http://bitly.com/cindysolomon)

Over two decades  
cultivating  
**Courageous Leaders**<sup>TM</sup>  
and customer-  
focused cultures  
across the world

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## WINNING PROGRAMS TO ENGAGE, INSPIRE, AND MOTIVATE!

### WHY A CINDY KEYNOTE?

**Provocative and game-changing strategies** to create exceptional leaders in today's disruptive, customer-driven economy.

**Hilarious and compelling real-world stories** that cut through and go beyond today's business headlines.

**New and relevant information** that can be immediately applied to improve daily work practice across the footprint.

**Fast and lasting results** in both corporate cultures AND the bottom line.

Cindy is the **dynamite that hits the stage** and sets the place on fire!

Director | WISE Conference

### WHY COURAGEOUS LEADERSHIP®?

**Create bottom-line results quickly** by focusing disparate functional areas against a consistent leadership framework.

**Align discordant team cultures** into a unified organizational culture.

**Arm leaders with skills** needed to improve customer experience.

**Improve customer experience** by engaging and enabling leaders with a common leadership toolkit.

**Dramatically improve cross-silo communication** with a highly networked team of leaders focused on engagement and consistency.

**Build bench strength and talent management** across the breadth of the organization.

# Popular Keynotes

## Courageous Leadership® The New Leadership Challenge

Create high performance across your organization through building courage at every level, every role.

### IDEAL FOR:

Organizations with a cross section of attendees (either corporate or association based), this keynote focuses on what participants can do to create courage in their roles, teams, and organizations.

### PARTICIPANTS LEARN TO:

- Identify and build courage in everyday work practice
- Boost innovation and embrace change
- Lead through change and disruption
- Build communicative, aligned, and successful teams

## Creating a Culture of Courage® Your Competitive Differentiator

Harness the courage of your leaders and individual contributors for innovation, effectiveness, and productivity.

### IDEAL FOR:

Audiences seeking to align and motivate their teams toward a common challenge, improve effectiveness, or find that competitive edge.

### PARTICIPANTS LEARN TO:

- Create high-performance teams
- Manage through change
- Improve and evolve employee engagement
- Harness courage to create exceptional experiences in the face of challenges

## Courageous Customer Service Inspire Diehard Loyalty

Whether as an entrepreneur, a corporate leader, or a multi-national organization, the ability to attract and retain has become the business holy grail.

### IDEAL FOR:

Audiences seeking to create a consistent, exceptional customer experience while simultaneously focusing on how to attract, retain, and develop the very best talent.

### PARTICIPANTS LEARN TO:

- Build a customer-focused culture
- Create competitive differentiation via loyalty trends
- Improve customer & employee experience
- Empower individual contributors around customer success

## Courageous Leadership for Women® The Unwritten Rules for Success

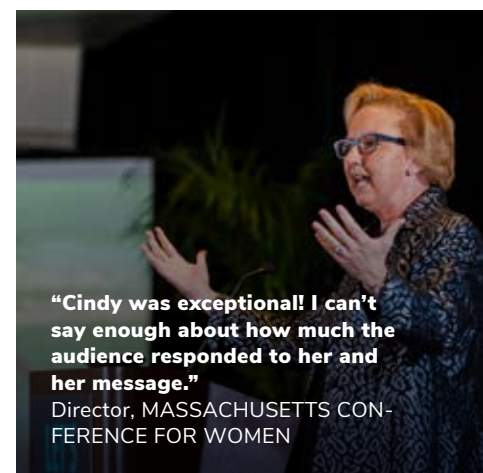
Learn the unwritten rules of corporate success to build high performance, retention, and success.

### IDEAL FOR:

Audiences to leave this program feeling inspired and with an action plan focused on building their courageous leadership skills – regardless of level or industry.

### PARTICIPANTS LEARN TO:

- Develop high-potential talent
- Attract and retain high performers
- Build influence and personal brand
- Identify and optimize strengths
- Improve leadership presence & effectiveness



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# Translate Learning into Action

After your keynote with Cindy, build upon your Courageous Leadership® successes with **Live Leadership Intensives, Interactive Webinars, and On-Demand MicroLearning.**



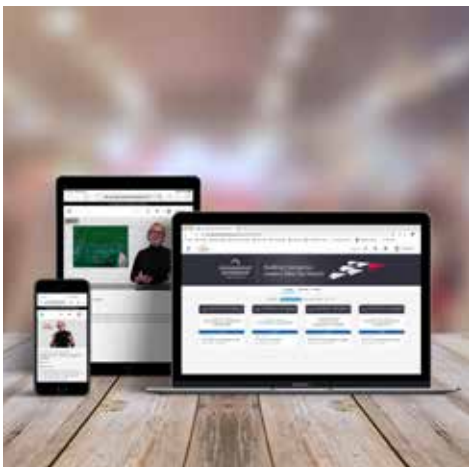
## ON-SITE LEADERSHIP INTENSIVES

Courageous Leadership Live events arm your leaders with a consistent Courageous Leadership language and skill toolkit, allowing them to experience and practice skills for maximum “stickiness.” Create proactive and productive cross-silo communication to build consistent, repeatable customer/employee experiences.



## INTERACTIVE WEBINARS

Designed to reinforce learnings from our live programs and build stand-alone skills, these engaging programs allow geographically dispersed attendees to continue their Courageous Leadership growth through consistent learning. These programs are entirely customized for your organization’s goals.



## ON-DEMAND MICROLEARNING™ PROGRAMS

Easy-access turn-key development continues wherever and whenever needed across functions and/or geographies. MicroLearning sessions, provided via mobile, tablet, or laptop, link learnings to everyday business, providing high-impact development with essentially no internal resources required.



Through hilarious and provocative keynote presentations, live leadership programs, and online learning, the Cindy Solomon & Associates team reaches over 50,000 leaders a year, helping them find their courage building successful companies, teams, and careers.

For more than two decades, founder and widely-admired leadership expert, Cindy Solomon, has helped Fortune 5000 companies build Courageous Leaders at Scale.

Cindy and her team are fluent in the languages and cultures of many industries and are regarded as exceptional speakers and trainers by top-tier companies ranging from financial services to aviation, banking and healthcare to high-tech. Cindy's diverse client partnerships have prepared her to offer you cutting-edge thinking and training on what it takes to lead successfully in today's global marketplace.



Now you can have Cindy's signature leadership training at your fingertips, through the Courageous Leadership Institute.

The Institute was founded with a mission: to create a global tribe of Courageous Leaders. We arm leaders and individual contributors alike with the skills they need to meet any customer or market disruption and innovate to uniquely meet the needs of their employees and customers.

The Courageous Leadership Institute's multi-modal approach marries live leadership training, interactive webinars, and innovative, On-Demand MicroLearning™ e-courses to put Cindy's presentation principles into practice at scale – enabling organizations of all sizes and industry types to produce exceptional customer and employee engagement quickly, generating impactful bottom-line results... fast.

## A SAMPLING OF CINDY'S COURAGEOUS CLIENTS





# Get in touch

Interested in having Cindy speak at your next event? We'd love to hear from you!

## Find Out More

Learn more about Cindy Solomon and her Courageous Journey  
[CindySolomon.com](http://CindySolomon.com)

Get more details on Courageous Leadership at Scale  
[CourageousLeadershipInstitute.com](http://CourageousLeadershipInstitute.com)

## Get In Touch

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