



## BARBARA GLANZ, CSP, CPAE



Barbara Glanz, CSP, CPAE, works with organizations that want to improve morale, retention, and service and with people who want to rediscover the joy in their work and in their lives. She is the author of eleven bestselling “how-to” books:

- *What Can I Do? Ideas to Help Those Who Have Experienced Loss*
- *CARE Packages For Your Customers - An Idea a Week to Enhance Customer Service*
- *The Simple Truths of Appreciation*
- *180 Ways to Spread Contagious Enthusiasm*
- *The Simple Truths of Service -- Inspired by Johnny the Bagger” with Ken Blanchard.*
- *Balancing Acts—More Than 250 Guiltfree, Creative Ideas to Blend your Work and Life;*
- *Handle with CARE—Motivating and Retaining your Employees;*
- *CARE Packages for the Workplace—Dozens of Little Things You Can Do to Regenerate Spirit at Work;*
- *CARE Packages for the Home—Dozens of Ways to Regenerate Spirit Where You Live;*
- *The Creative Communicator;* and
- *Building Customer Loyalty—How YOU Can Help Keep Customers Returning.*

She is known as “the business speaker who speaks to your heart as well as to your head,” and she has presented to conferences, associations, and organizations worldwide. Here are some other interesting facts about Barbara:

- \* Received the prestigious CPAE *Speaker Hall of Fame* (Council of Peers Award for Excellence) in August 2011.
- \* Voted “best keynote presenter you have heard or used” by Meetings & Conventions Magazine, July 2010
- \* Selected as a “Legend of the Speaking Profession” by the Veteran Speakers, August 2010
- \* Has presented on all 7 continents and in 50 states
- \* One of fewer than 600 Certified Speaking Professionals worldwide
- \* Has a Master’s Degree in Adult Education
- \* Former Manager of Training and Director of Quality in Training for Kaset International, a 30 year old Times Mirror training company specializing in Customer Service
- \* Ranked one of the top ten speakers since 1997 at the Society for Human Resource Management national conference
- \* Featured on ABC, NBC, CBS, CNN, FOX-TV, PAX-TV, WGN, CNBC, and on radio and in print nationwide

More than just an exciting speaker, consultant, and author, Barbara has three additional “claims to fame”: her great-grandfather laid the cornerstone where the four states come together (Page, Arizona, is named after him); she played the piano on the TV show “Talent Sprouts”; and she directed David Hasselhof of "Knight Rider", "Baywatch" and "America’s Got Talent" fame in his first high school play! Barbara