



JOEY COLEMAN

When organizations like Whirlpool, NASA, Volkswagen Australia, the World Bank, and Zappos need to boost their customers experience; they call on Joey Coleman for assistance.

For nearly twenty years, Joey has helped organizations retain their best customers and turn them into raving fans via his entertaining and actionable keynotes, workshops, and consulting projects. His *First 100 Days®* methodology helps fuel the successful customer experiences his clients deliver around the world. In his *Wall Street Journal* #2 best-selling book, *Never Lose a Customer Again*, Joey shares strategies and tactics for turning one-time purchasers into lifelong customers – while dramatically increasing profits along the way.

As a recognized expert in customer experience design and an award-winning speaker at national and international conferences, Joey specializes in creating unique, attention grabbing customer experiences. He works with companies ranging from small start-ups, to large Fortune 500s, with hundreds of mid-size businesses in between.

Joey developed his narrative skills as a criminal defense trial attorney, advised and counseled Fortune 500 companies as a business consultant, honed his communications and messaging skills at the White House, and did things for the U.S. Secret Service and the CIA that he can't talk about publicly!

His design and artwork have been displayed in museums, featured in juried shows, and graced publications in the U.S. and abroad. When not traveling the world (48 countries and counting) for keynote presentations, client workshops, and quality beach time, Joey enjoys spending time in the mountains of Colorado with his wife and two young sons.

The COVID-19 Experience - What You Can Do Now to Keep Your Customers and Employees on the Other Side of This Crisis

In this virtual presentation, Joey will address how COVID-19 has impacted customer and employee experience. The new business climate is globally unprecedented and presenting new challenges every day. Smart organizations will be able to weather the storm if they get clear on their action steps now and implement enhanced customer experience and employee experience activities that can be sustained throughout the crisis and beyond.

Filled with inspirational case studies and real-world solutions, this 30-minute virtual presentation is designed for weekly team meetings, sales and marketing teams, and business leadership teams.

Participants will:

- Recognize the changing landscape of business
 - Discover two major phases of consumer behavior shifts brought on by the coronavirus
 - Identify new customer needs and habits
- Apply four strategic ideas that will help clarify an uncertain business future

If desired, Joey will add an open Q&A session to troubleshoot specific challenges participants are facing in their business.

CLICK HERE FOR:

[Joey's Website](#)
[Sizzle Reel](#)

For booking information, please contact Michelle Joyce at
704- 965-2339 or Michelle@MichelleJoyce.com