

Testimonials for Laurie Brown

“I attribute the success of the meeting to both your dynamic presentation style and the extensive time that you invested in the preparation. You were engaging and fun, shaking things up and getting everyone excited about the opportunity ahead of them. The information you presented was very well suited to our particular situation, not easy to accomplish in a niche industry as small as sailing.”

I also really appreciated your help on the last day of set up. With so much to do, another set of hands made a lot of difference. It was definitely above and beyond! I wanted to let you know that every single participating dealer mentioned how much they enjoyed the meeting and how useful the information was in building value with their clients. In five years of managing our display there, I can tell you that I have never seen such fired up group of salespeople. Thank you again! ”

~Eric Macklin - Hunter Marine Corporation - Regional Market Development Manager

“ I am pleased to say that the WOW Customer Service training you presented has made a noticeable impact, internally and externally in our organization...it has created a passion and the difference between being outstanding versus just average. ”

~ Paul J Rybicki - Stahl's

“Thank you so much for helping make our management training session such a success! I have received a lot of feedback from the team and have to say it was our best in memory. Today I can see the extra “jump” in the step of our managers who left feeling listened to. You ENGAGED them and that made a world of difference between a meeting and a productive work session. We left with a working mission statement and a focus on how to make it “come to life” and for your assistance I sincerely thank you, again. ”

~Alan Graham - General Manager - World of Erhard

“Laurie’s help has been invaluable as we work to improve our customer service orientation. She was able to quickly assess the situation and focus on achieving our goals. Her energy and enthusiasm are infectious and she worked well with our employees. ”

~Robert Bruner - City manager Ferndale

“The feedback from the studios indicates that you walk on water. All four studios were extremely happy with the two-day sessions you conducted. One of the comments (from Kansas City) was that often we get trainers who try to adapt their presentations to the way we do business and many times miss the mark. You, however, were right on target! They especially appreciated the one on one sessions you held with the individual instructors. Thank you so much for sharing your knowledge and expertise with us. I know the quality of the product that we produce will benefit from the advice and training that you provided. ”

~John Butorac - Social Security Administration -Office of Training

“On behalf of the closers and leadership team of Burnet Title, I would like to thank you for sharing your time to assist us with our second annual "Closer Kickoff" on February 2nd, 2006. Your message was truly inspirational, and the event was a great success. Your presentation on "Overcoming Objections by Building Value and Selling Yourself" was just what we needed to prepare our closers and managers for the real estate market ahead. Any organization with sales and customer service employees would benefit from your message. ”

~Karen Drill - Director of HR & Training - Burnet Title

“I just wanted to say thank you for being a wonderful instructor on the GM IDL classes. I just had my last one last night and I said to myself, I hope I have that one lady that is really awesome, and it was you for the class. Your character and personality is wonderful and thanks for being great. I am now certified and ready to make some sales! Have a wonderful afternoon! ”

~ AJ Eschle - Alexandria Buick Pontiac GMC Mitsubishi

“Laurie has trained the team of the BMW Group Regional Office in Panama. After a two-day workshop of presentation skills for non-native English speakers, I could see substantial improvements in the presentation skills of most team members. Some of them came out of the training with surprising improvements. ”

~Johannes Siebert - BMW Latin America

“Laurie: thanks for the info and the class on overcoming objections. The class was very informative. This class I was really looking forward to. You are my favorite instructor, keep up the good work. ”

~ Dean from Mallon Chevrolet

“I have worked with Laurie several times since 1999, most recently during the development of a week long training conference for district managers at Kmart Corporation. Laurie's' challenge was to prepare approximately 50 managers and executives to deliver classroom based instruction for these district managers. Our time

frame was extremely compressed, and most of the executives were skeptical about the value of a coaching session on their presentations skills.

Laurie worked with our client to design an interactive, concise meeting to coach these executives on the basic skills of effective presentations and instruction. She covered relaxation techniques, verbal and non-verbal delivery skills, dealing with difficult situations (such as class members who are bored, disruptive or hostile), tips for managing flipcharts and exercises, and the general qualities that make the difference between an adequate presenter and an outstanding presenter. She also worked one-on-one with many of these people, providing individual coaching on their presentations to improve their skills and confidence. My client was extremely pleased with the results; all the executives believed that their session with Laurie was valuable and prepared them quite well for the upcoming conference.

Laurie was able to accomplish this so effectively because she is an outstanding presenter herself. She is relaxed, poised, friendly and extremely knowledgeable about the art of presenting in a business setting - all important qualities for a coach. Moreover, her sense of humor, dedication, and flexibility make her a pleasure to work with. I highly recommend Laurie to anyone in need of consulting in the area of instruction, facilitation, or presentation. ”

~ Karyn Patterson - Senior Performance Consultant

“Thanks to an excellent staff, VISQUEST was a resounding success and was the first major step toward culture/organizational change within Visteon. Laurie was one of the greatest assets to the program and responsible for a great majority of its success. She achieved excellent ratings in all the sessions she facilitated, including sessions held in Europe and Japan. Laurie's thorough knowledge of the program content , with her enthusiasm and genuine concern for each person in her audience, made her one of the most effective and sought-after trainers in the program. Caribiner and Visteon were very fortunate to have Laurie Brown as part of the training team, and we look forward to working with her again in the future. ”

~ Debra A Vurpillat - Senior Director - Learning and Performance Improvement Services