

Richard Hadden

Customer and Employee Loyalty Consultant; Co-author *Contented Cows Give Better Milk*

Contented Cows Give Better Milk: Your People...Your Profit. Not your average “leadership” speech. “Your People...Your Profit” helps leaders make the connection between the work environment they create...and their organization’s profitability. Based on Richard’s books, *Contented Cows Give Better Milk*, and the new *Contented Cows STILL Give Better Milk*, this keynote is research-based and filled with practical “to-do’s”. Audience members will leave this presentation with the knowledge and motivation to turn their workforce's into vibrant, competitive weapons.

Bottom Line Leadership. An interactive version of “Your People...Your Profit”, and perfect for leadership training workshops and concurrent session breakouts for groups smaller than a keynote audience.

Rebooting Leadership. The events of the last decade - political, social, technological, and economic, coupled with unprecedented changes in the workforce, call for a hard, new look at our leadership practices. Just as we “reboot” the computer when its operating system fails, the leadership system in most people intensive organizations needs to hit its reset button. While the fundamentals of leadership have *not* changed, the way we practice them must reflect today's new realities - a world redefined by the economy, technology, and the “new deal” in the workplace. Based on Richard Hadden's new book of the same title, “Rebooting Leadership” is light on theory, with a heavy dose of practicality. This program provides down-and-dirty nitty-gritty how-to's for leaders charged with getting maximum productivity and customer-winning service in today's world of work.

The Journey Thus Far: Foundations for a Fabulous Future! Celebrate, recognize, energize, and reward members of your winning organization. Designed for award and recognition events, milestones, annual meetings, or entering a new era in your organization’s history. This is *your* story. Using information gathered through in-depth research from your organization, I’ll take a look at your past, and what it took to get where you are today. I’ll present the current day challenges facing your industry. Then I’ll combine the two to project the exciting future that lies ahead. Using music, photography, an exciting customized multi-media presentation, and something I call “The View Through The Rear-View Mirror”, I’ll leave your group excited, inspired, and moved to achieve even greater successes.

Making the Extra Mile the Best Part of the Trip. Designed for non-management or general audiences, this program explores Employee Engagement from the *employee’s* perspective, and provides both inspiration and practical advice on going the “extra mile”, enthusiastically, while getting more out of your work...and life.