

RON KAUFMAN

Uplifting Presentations and Programs





A personal message from Ron

Working remotely gives each of us a precious opportunity to serve others in new ways. I'm delighted to be available online now to uplift companies, communities, and careers.

If you have seen my videos on LinkedIn and YouTube, you know how much experience and enthusiasm I can bring to your event.

Let's work together to uplift the spirit and practice of service and care for your colleagues and your customers.

Together we can educate, encourage, enable and inspire everyone to serve better, care more, and make a better world.

RON KAUFMAN

New York Times Bestselling Author

Uplifting Service: The Proven Path to Delighting Your Customers, Colleagues, and Everyone Else You Meet

Hall of Fame Presenter and Keynote Speaker

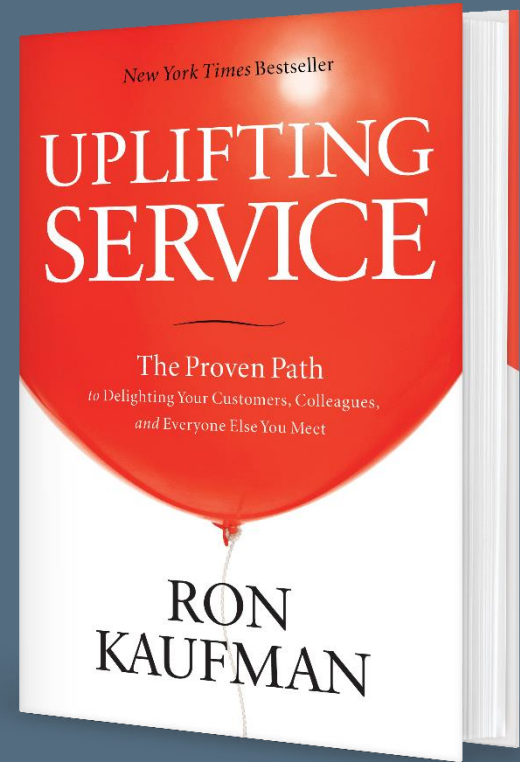
Asia Professional Speakers inaugural recipient
“Lifetime Achievement Award”

Ranked #1 in Customer Service Expert in the World

by Global Gurus in 2018, 2019, 2020, 2021

Creator of #1 Ranked Customer Service Development

Program, Uplifting Service, The Proven Path, 2020





Video Introduction to High Impact Virtual Presentations: [watch now](#)

- Online keynote speeches
- Interactive workshops, webinars, meetings
- Celebrations, training, special events
- Service Leadership Development Programs

Video Demo Reel for Ron Kaufman Live Keynote Speeches: [watch now](#)

- High energy, high content, high value
- Electrifying on-stage presentations
- Keynotes, kick-offs, after-lunch, wrap-ups
- Single session, half-day, full-day events



Three Steps to a Perfect Presentation

1. Flawless Preparation

Confirm objectives, outcomes, context, audience, topic, timing, technology, levels of participation, facilitation, and communication. Discussion and checklists provided.

2. Tailored Approach

Customized and personalized for audience participation with images, video, audio, interviews, examples, pre-event and post-event materials provided.

3. Valuable Application

Effective follow-up with video recording, interviews, projects, contests, communication, collaboration, and recognition programs.

“Ron’s presentation was exceptionally well received. He tailored his presentation to our industry and really understood what our company's needs are. He took time to learn as much as possible about our brands and strategy.”

Tea Colaiani, Director, Watches of Switzerland





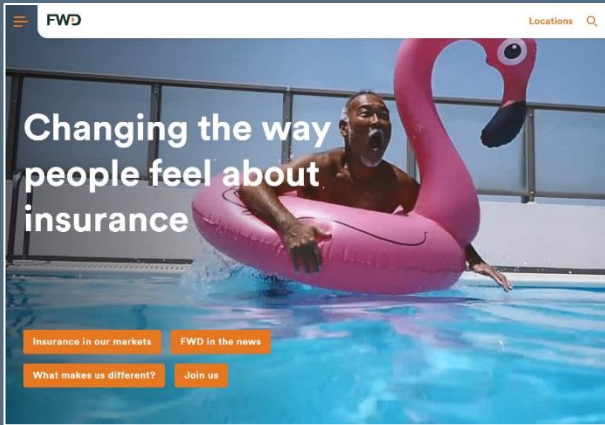
Virtual Presentations and Programs

- Online keynote speeches (live and pre-recorded)
- Interactive workshops, webinars, team meetings
- Launches, celebrations, training, special events
- Including interview, discussion, Q&A sessions
- Service Leadership Development Programs

Recommended Titles and Topics

- The Future of Service is Care
- Transforming Your Customer Experience
- Increasing Sales with Unbelievable Service
- Capturing the Power of Uplifting Service Culture
- Creating Sustainable Partnerships for the Future



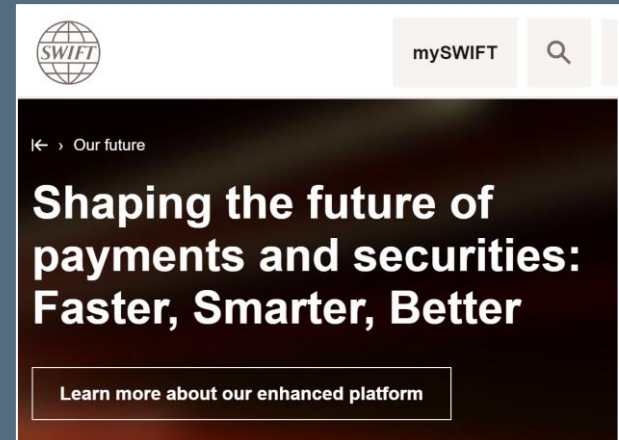


“Ron passion for the customer is second to none. He invigorated and inspired 100 leaders across all of our Asian markets on our annual (virtual) conference. The feedback unanimously was first class. Our people took away new learning and were truly motivated to accelerate our brand ambitions around the customer.”

Troy Barnes
Chief Transformation Officer, FWD

“Having successfully collaborated with Ron on a number of projects related to customer experience, service excellence, and sustainable growth. I certainly recommend his expertise to any organization that has ambitions to structurally evolve to address these complex topics.”

Laurent Verstraeten, Global Head of Services
SWIFT Customer Experience





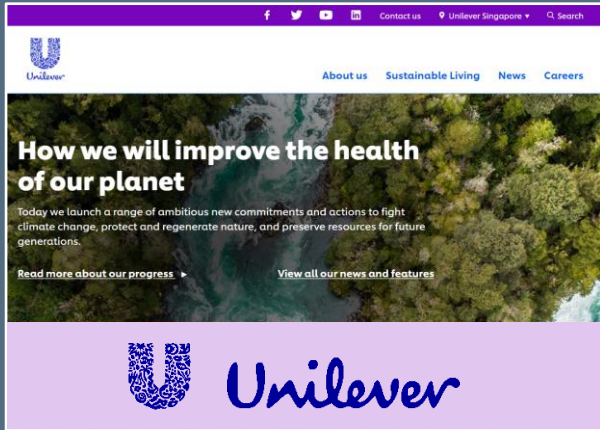
“What I like most is Ron’s enthusiasm. He is obviously an expert on the subject. The content is enlightening. He kept me focused and engaged the entire time. And the intonation of his voice is fascinating! Such an enjoyable training for every member of our leadership team.”

Chris Macaset, HR Manager
Talent Management, Ayala Land

“Ron delivered awesome session to Microsoft attended by 300 managers, leaders, executives, and account team from countries worldwide. Very valuable call, content, excellent speaker. Ron is CLEARLY an expert in this area, and his experience was directly relatable to Microsoft's day-to-day work.”

Ahmed Zayed, Senior Project Manager
Microsoft SI Secure Infrastructure





“Thank you for the extremely engaging and useful video you created. We screened it as part of *“Time to Shine”* event and there was huge positive reception and appreciation. I am the pillar lead for Service Culture and thank you on behalf of Unilever for this wonderful session.”

MV Gangineni, Director
Business & Finance Services, Unilever

“Ron is an amazing speaker and energizer – definitely the best training I have ever attended. He is truly passionate about helping companies create magic by getting the service culture right. His positive energy is so uplifting. We need more of that right now!”

Suneeta Motala, Chief Marketing Officer
AfrAsia Bank Ltd



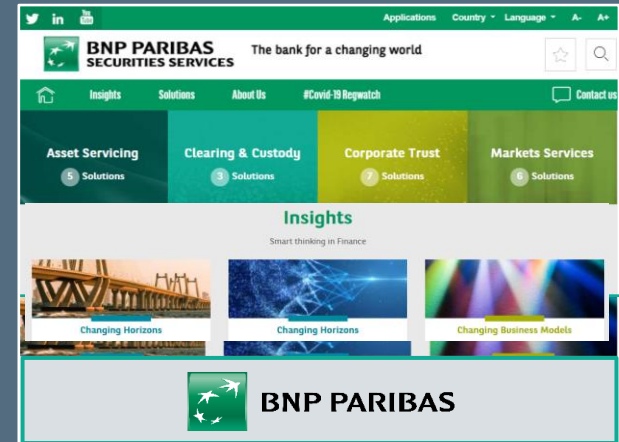


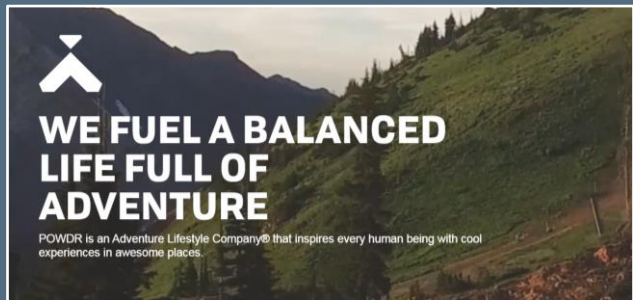
“Ron delivered a webinar for our leadership team to introduce us to the foundation of a customer centered culture. He helped us seize the opportunity we have to deliver *“Unbelievable Customer Experiences”* and gave us tools to think about and improve interactions from our customers’ perspective.”

Agustin Lopez Diaz, Senior Vice President
Total Customer Satisfaction, Faurecia

“BNP Paribas organised *“Evolution of Client Service Culture in a Transformational World”* live video conference with Ron Kaufman. We simultaneously engaged over 500 people from 26 countries and 33 different locations. Ron’s inspirational message was very well received with many follow-up conversations illustrating the value of this great initiative.”

Marie Poutrain, Global Service Leader
BNP Paribas Securities Services





POWDR
ADVENTURE LIFESTYLE CO.

“Ron provided valuable videos for our Leadership retreat to ground our team in service as one of our core commitments. His personalized style sparked *“Service as a Passion”* for everyone on our leadership team. We are excited to roll this commitment out across our portfolio.”

Justin Sibley, Co-President
POWDR Adventure Lifestyle Group

“Ron created a highly appreciated *“Built to Care”* online program uniting our leadership team across countries. Structured around Ron’s extraordinary book, we conducted 12 sessions with 230 leaders who contributed their ideas on screen. The impact was significant leading to rapid implementation across the group.”

Paul Jones, Chief Executive Officer
The Lux Collective



**THE LUX
COLLECTIVE**



Professional Investment Fee (US\$)

Your investment includes Ron's commitment to customize your presentation and programs uniquely and specifically for your audience, theme, and objectives.

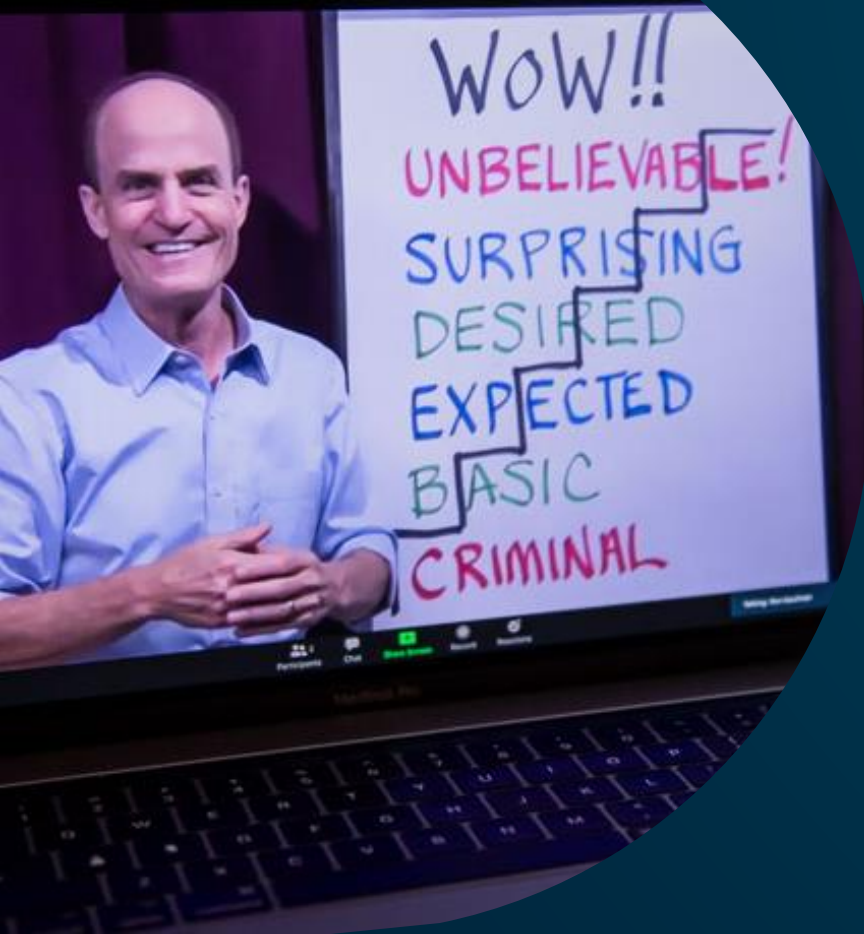
For more information, contact Enquiry@RonKaufman.com

"The week following the conference we're still receiving kudos for sponsoring Ron's dynamic and informative presentation."

Tim Bell, President, Strategic Initiatives, People 2.0

"Our Customer Mania workshop after your session fit seamlessly into our program after your inspirational talk. Our team was energized and clear on what is needed next to move up."

Herman Pretorius, General Manager, RBL



Behind the Scenes with Ron

Ron's recording and broadcast studio includes:

- Soundproof room with noise suppression and reduction
- Video: 4 Canon cameras, Logitech Brio and 1080 webcams
- Microphones: 2 ceiling-mounted Sennheiser, 1 Shure wireless lavalier, 1 Blue Yeti for podcasts and webinars
- Lighting: 10 Lupo LED ceiling mounted, 3 LED fill and spot
- ATEM Mini-Pro supporting four scene integration
- Philipps LCD-TV for simultaneous slides presentations
- Teleprompters supporting scripted video as required
- 3 computers including 2 backups running hard-wire, high-speed wireless, and mobile internet connections
- Fibre broadband combined from 2 national providers
- Background options including smoky grey curtain, green, black, and white screens, and expert library setting