

RON KAUFMAN

**Uplifting
Presentations
and Programs**



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

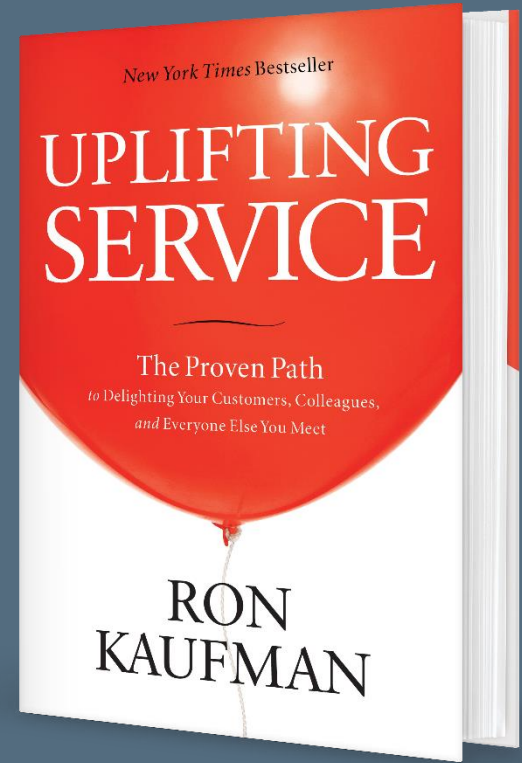
Asia Professional Speakers inaugural recipient
“Lifetime Achievement Award”

Ranked #1 in Customer Service Expert in the World

by Global Gurus in 2018, 2019, 2020, 2021, 2022

Creator of #1 Ranked Customer Service Development

Program, Uplifting Service, The Proven Path





Hello!

If you have attended one of my events, heard reviews from my clients, or watched my videos online, you know how much enthusiasm and experience I bring to every event.

I look forward to working with you to uplift the spirit and practice of service and care.

Together we can educate, encourage, and inspire everyone to serve better, care more, and contribute to value and well-being in our world.



Presentations and Programs

- In-person presentations
- Virtual keynote speeches (live and pre-recorded)
- Interactive workshops, webinars, team meetings
- Launches, celebrations, training, special events
- Leadership Development Programs

Valuable 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



Enjoy Ron Kaufman Live on Stage

[Click to watch live keynote speeches](#)

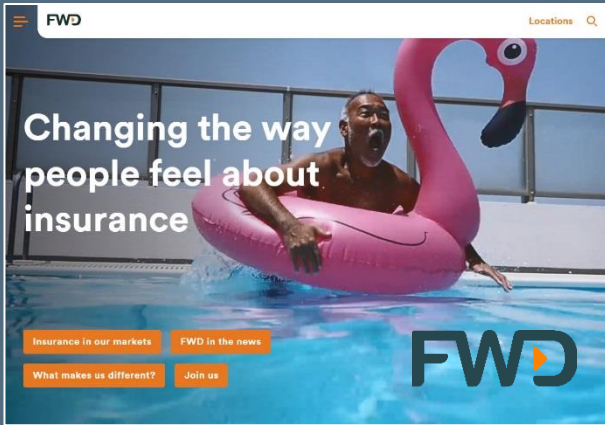
- High energy, high content, high value
- Electrifying on-stage presentations
- Keynotes, kick-offs, after-lunch, wrap-ups
- Single session, half-day, full-day events



Engaging Online Presentations

[Click to watch virtual presentations](#)

- Online live and pre-recorded keynotes
- Interactive workshops, webinars, meetings
- Celebrations, training, special events
- Leadership Development Programs

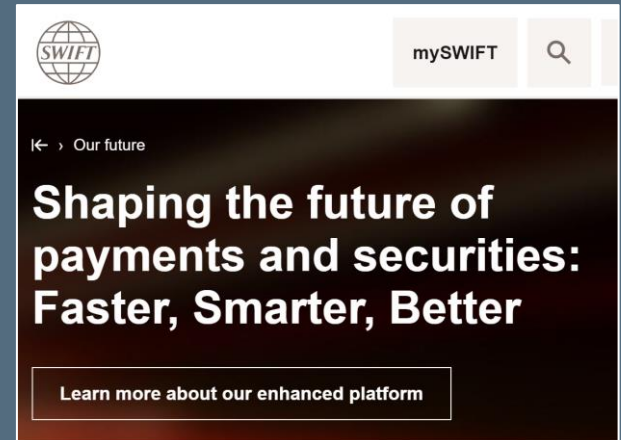


“Ron’s passion for the customer is second to none. He invigorated and inspired 100 leaders across all of our Asian markets on our annual (virtual) conference. The feedback unanimously was first class. Our people took away new learning and were truly motivated to accelerate our brand ambitions around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





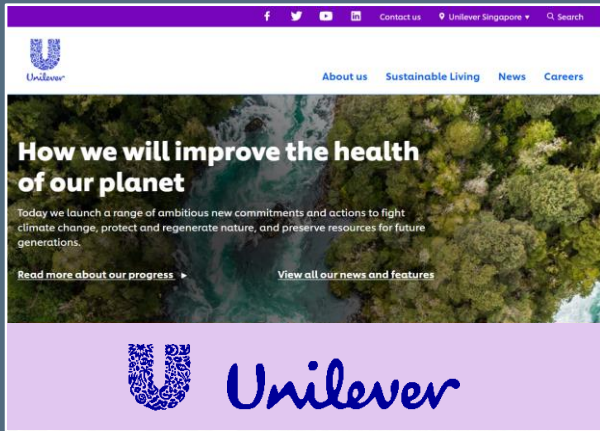
“What I like most is Ron’s enthusiasm. He is obviously an expert on the subject. The content is enlightening. He kept me focused and engaged the entire time. And the intonation of his voice is fascinating! Such an enjoyable training for every member of our leadership team.”

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



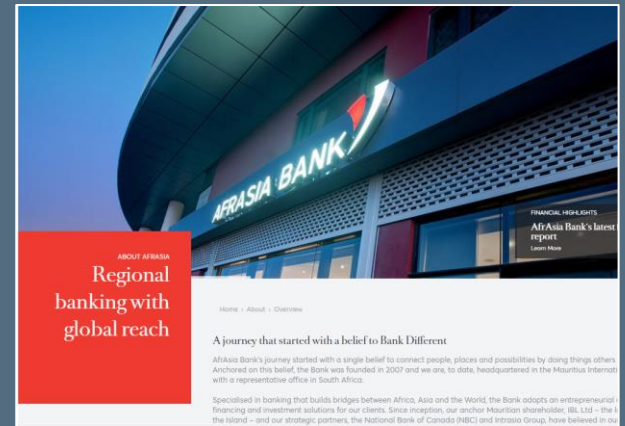


“Thank you for the extremely engaging and useful video you created. We screened it as part of *“Time to Shine”* event and there was huge positive reception and appreciation. I am the pillar lead for Service Culture and thank you on behalf of Unilever for this wonderful session.”

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



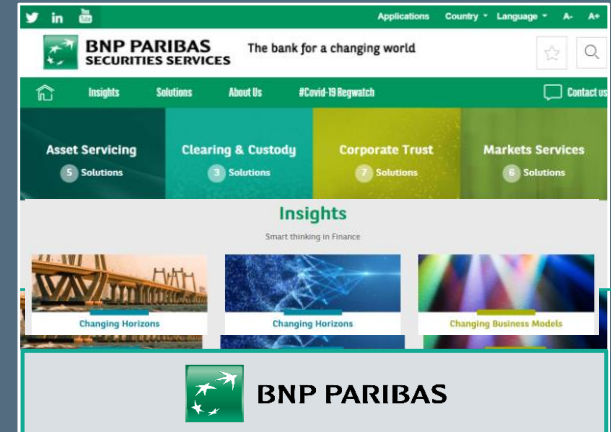


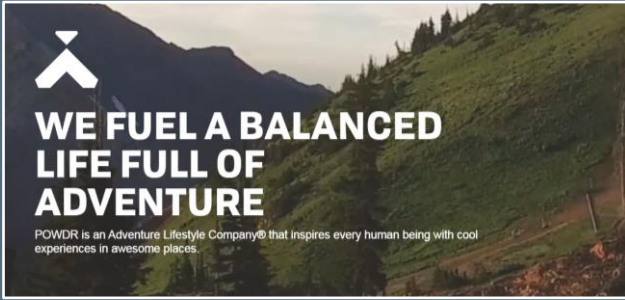
“Ron delivered a webinar for our leadership team to introduce us to the foundation of a customer centered culture. He helped us seize the opportunity we have to deliver “Unbelievable Customer Experiences” and gave us tools to think about and improve interactions from our customers’ perspective.”

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.”

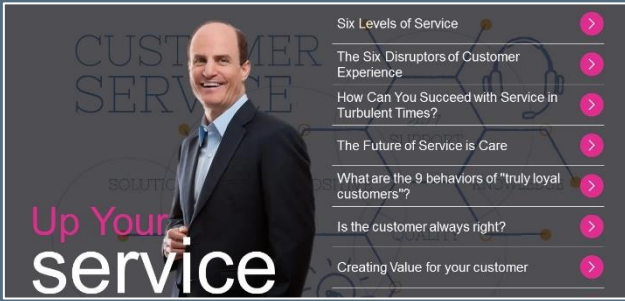
Justin Sibley, Co-President
POWDR Adventure Lifestyle Group

“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



“Thank you for your amazing job to make the training a success! We have received great feedback from the leaders and advisors who had attended your sessions. We hope to work with you again on future projects.”

Alvin Nambiar
Continuous Development Lead
Great Eastern Centre for Excellence

“Thank you for speaking at the ASEAN webinar yesterday! For the live session we see a high conversion attendance rate. We have kicked off on-demand and will continue to amplify this piece of content. Thank you again for sharing all the great insights and perspectives!”

Amy Ong
Lead Integrated Marketing ASEAN
Salesforce





“A world class experience way above the scope we engaged him for. Ron embodies what he preaches with great curiosity and humor. He added value to all aspects of the event. I’m looking forward to jumping at any chance I can to collaborate with him again.”

Brian Liu
Group Head of Learning & OD
Lazada

“Service week went superbly well beyond expectations! The team has raised the bar yet again. Feedbacks have only been outstandingly positive including your talk. We had exceeded our targeted participation.”

Hui Hwa Koh-Minjoot, PBM
Head, Allied Health & Patient Experience
IHH Healthcare





“Ron's energy and passion for uplifting value were contagious! He delivered a virtual session at our global online conference which engaged more than 1500 professionals across 33 countries. Ron's thought-provoking real-life examples were an absolute hit!”

Kulpreet Nanda, Global Leader
 Future-ready Service Engagements Initiative
 Group Delivery, Capgemini

“Thank you for the masterful presentation. It is one of the very best I have ever experienced. Our staff were indeed uplifted and there are doctors asking for the video. You put in so much work(more than 200 hours) and the slides were perfect showing a deep understanding of our institution. Your delivery was masterful. Thank you.”

Dr Aymeric Lim
 Chief Executive Officer
 National University Hospital, Singapore

National University Hospital | INCREDIBLY CARE | GRAND ROUND

HOW LEADERS AND ORGANISATIONS CHANGE TO DELIVER INCREDIBLE SERVICE

RON KAUFMAN
 SPEAKER
 New York Times bestselling author

PROF AYMERIC LIM
 CHAIRPERSON
 CEO, National University Hospital

WHY CHANGE?
 WHAT TO CHANGE?
 HOW TO CHANGE



“Wow!! Thank you so much for being such an incredible keynote speaker for us at BNI’s Global Convention this year. You amazed on stage and provided so much value to our audience – so thank you!!! It was a pleasure working with you and your team.”

Bethany Rippy
Executive Communications Manager
Global Support Team
Business Network International

“Wow! It was great to hear people using your Six Levels of Service throughout the week and repeating the pizza value story. The team was very energized! Job well done.”

Courtney Warford
Global Director, Customer Experience
AGCO Corporation





“You planted the seed of change in our hearts and in our minds.”

Bernard Yong
Head of Country IT APAC
Bayer (South East Asia) Pte Ltd

“Wow! It was great to hear people using your Six Levels of Service throughout the week and repeating the pizza value story. The team was very energized! Job well done.”

Courtney Warford
Global Director, Customer Experience
AGCO Corporation



Three Steps for a Highly Successful Event

1. Vigorous Preparation

We will work together to identify your audience, outcomes, and objectives. We will come to agreement on topics, timing, audience participation, facilitation, and pre-and post-event communications.

2. Tailored Presentation

I will customize content with industry examples, company stories, future scenarios, and visual images to appeal to your audience and align with your objectives.

3. Take-aways and Practical Applications

I will provide you with post-event resources for your audience members including presentation Summary Slides with Key Learning Points and action steps.

“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 Colaianni, Director, Watches of Switzerland

