

Introduction: BARBARA GLANZ, CSP, CPAE

What do Ken Blanchard, the Singapore Security Police, Mickey Mouse, and David Hasselhoff have in common? They have all worked with Barbara Glanz!

Barbara Glanz, CSP, CPAE, works with organizations that want to improve morale, retention, and service. She is the author of eleven bestselling "how-to" books, including:

- ◆ ***The Simple Truths of Appreciation;***
- ◆ ***180 Ways to Spread Contagious Enthusiasm;***
- ◆ ***The Simple Truths of Service—Inspired by Johnny the Bagger™***, with Ken Blanchard;
- ◆ ***CARE Packages for your Customers – An Idea a Week for Customer Service;***
- ◆ ***Handle with CARE—Motivating and Retaining Employees;*** and
- ◆ ***CARE Packages for the Workplace—Dozens of Little Things You Can Do to Regenerate Spirit at Work.***

She is known as "the business speaker who speaks to your heart as well as to your head," and she is the **first speaker on record to speak in all 50 states and on all seven continents!**

Here are some other interesting facts about Barbara:

- ◆ **Inducted into the prestigious CPAE Speaker Hall of Fame 2011**
- ◆ **Voted "best keynote presenter you have heard or used" by Meeting & Conventions Magazine, July 2010**
- ◆ **Selected as a "Legend of the Speaking Profession" by the Veteran Speakers , August 2010**
- ◆ One of fewer than 550 Certified Speaking Professionals worldwide.
- ◆ Has a Master's Degree in Adult Education.
- ◆ Former Manager of Training for Kaset International, a 30 year old Times Mirror company specializing in Customer Service.
- ◆ Ranked one of the top 10 speakers at the Society for Human Resource Management national conferences each year since 1997.
- ◆ Featured on ABC, NBC, CBS, CNN, FOX-TV, PAX-TV, WGN, CNBC, and on radio and in print nationwide.

More than just an exciting speaker, consultant, and author, Barbara has three additional "claims to fame": her great-grandfather laid the cornerstone where the four states come together (Page, Arizona, is named after him); she played the piano on the TV show "Talent Sprouts"; and she directed David Hasselhoff of "Knight Rider", "Baywatch" and "America's Got Talent" fame in his first high school play! Barbara lives and breathes her personal motto **"Spreading Contagious Enthusiasm.™"**