



CSIA's Inaugural Leadership Event

June 14, 2019

Lisle, IL

CSIA's 2019 Celebration of Excellence and Leadership event is almost here. We plan to make the conference an exceptional event and hope you will find your attendance valuable and productive.

The following information includes some helpful tips and event details.

Hotel Information

Hyatt Regency Lisle
1400 Corporetum Drive
Lisle, IL 60532
(630) 852-1234

The hotel does have free parking on the premises.

Attire

For all attendees of the Leadership Workshop on June 14th, business casual is recommended.

Event Agenda

Friday, June 14 – Leadership Workshop		
Time	Activity	Location
All Day	Arrivals	
7:00 am – 9:00am	Registration	
7:30 am – 8:30 am	Breakfast and Networking	White Oak
8:45am – 10:15am	Award Winner Showcase	Arbor CD
10:15am – 10:30am	Refreshment Break	
10:30am – 12:45pm	Leadership Expert – John Casey	Arbor CD
12:45pm – 1:45pm	Lunch and Keynote with Steve Beck	White Oak
2:00pm – 3:30pm	Strategic Differentiators – Christine Churchill	Arbor CD
3:30 pm	Event Concludes – enjoy Chicago and/or safe travels	



CSIA's Inaugural Leadership Event

June 14, 2019

Lisle, IL

Speaker Bios

John Casey:

John Casey is the Founder and President of Shamrock Consultants, a Leadership and Change Management firm located in Naperville, IL. John focuses not only on the process of change and leadership, but more importantly, on shifting the beliefs and behaviors to help you and your team be more effective in whatever endeavor you undertake.

John believes in challenging the status quo and is intensely focused on being the catalyst to improve your own leadership style and capabilities. He aims to change how you approach complex issues and help you modify your behaviors and approaches. This approach has a thirty plus year proven track record of increasing effectiveness and delivering better results.

John has worked with numerous Fortune 500 Industry leaders, and several much smaller scale organizations, to facilitate the changes to help those teams down their path to success.

Steve Beck (CSP – Certified Speaking Professional):

Steve is recognized as an outstanding Keynote Speaker, Motivator, Instructor and Consultant. His seminars are lively, informative, funny and insightful. His knowledge stems from a 20-year career at Management and Vice President level. Steve is also a Senior Trainer for the Customer Service Institute of America. His core competencies are in:

- Customer Service
- Leadership
- Life-Work Balance
- Goal Setting
- Time Management
- Motivating a Sales Group

Steve challenges his audiences to go for it 100%, in their personal life and at work. His message stays with his audience for a long time as he talks about how important the effect they have on others, the importance of setting goals, and being their BEST everyday!

Steve is the author of the book, 'How to Have a Great Day Everyday!' & 'Leave Your Funk at the Door' and has plenty of hands-on experience helping businesses, schools, associations and organizations reach and sustain excellence.

Steve has an extensive client list spanning many years. A partial list of clients include:

- Best Western Hotels
- ACE Hardware
- United Airlines
- AMI-Automotive Management Institute
- Montana State University
- St. Anthony's Memorial Hospital
- Hollywood Casino
- U.S. District Court
- Several Banks/Credit Unions/Chambers and Associations



CSIA's Inaugural Leadership Event

June 14, 2019

Lisle, IL

Christine Churchill:

Christine Churchill is a customer experience expert with a broad knowledge base from which to draw.

She has encountered a vast array of management styles, training approaches, systems and technologies. This experience adds significant value and insight when working on developing customer experiences, showcasing opportunities for improvement, determining relevant customer metrics, relationship tools, and feedback analysis. Christine speaks at industry events and her customer service articles are used in industry publications.

Christine worked as the Director of Learning and Development for the Customer Service Institute of Australia (CSIA), as well as one of their Senior Assessors for certification to the International Customer Service Standard and judge for the Australian Service Excellence Awards.

Christine launched the Customer Service Institute of America in 2007 and is President of the International Council of Customer Service Organizations. The International Council of Customer Service Organizations (ICCSO) is the international body for member customer service organizations seeking to develop and promote international service standards and professional excellence in customer service. The Council is responsible for promoting the International Customer Service Standard (ICSS), professional individual certifications, and the International Service Excellence Awards.

Christine has been a Senior Assessor of the International Customer Service Standard for over 15 years and has worked with a multitude of clients, industries and cultures.

Questions? Please contact CSIA's office at 630.448.7939 or email us at events@serviceinstitute.com and we will be happy to help.