

Ivy Meadors

Reinventioneer™

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How to Hire, Retain, and Engage Staff Members

Perhaps no other management challenge is more vexing than the magical mix of intuition, pragmatism, science and emotion that go into hiring and retaining great talent, and identifying and separating individuals who aren't providing valuable contributions to your team and its goals.

This interactive session will mix analysis of hiring and retention strategies, exemplary leadership techniques, anecdotes about the value of intuition, and thoughtful direction to help you identify potential issues, empower the valuable staff, celebrate the extraordinary performances and humanely let go of those whose strengths or inspirations lay elsewhere. The benefits of attending include:

- Learn the top 10 hiring considerations
- Understand how to retain staff through engagement and more
- Using your personal intuition
- Empowerment for engaging, retaining and hiring staff members

Meet the Speaker:

Ivy Meadors, founder and CEO of High Tech High Touch Solutions, Inc. (<http://www.hthts.com>), shares her knowledge through speaking, consulting, coaching and mentoring, contributing to people's growth personally and professionally in business and in life. Her dynamic and charismatic imprint has been felt among Fortune 50 to Fortune 1000 corporations, U. S. Government agencies, and non-profit agencies worldwide.

Ivy has developed a platform of excellence upon four pillars; psychology of leadership, customer service as the lifeblood of businesses, multi-faceted communication techniques, and progressive deployment of specialized technologies.

Ivy is an active member and professional speaker designated by the National Speakers Association (NSA) and the Global Speakers Federation. She is the incoming President of the NSA Northwest Chapter. Ivy co-authored "*Success is a State of Mind*", along with Deepak Chopra, Les Brown, Mark Victor Hansen, and numerous other authors.

The owner and producer of the Signature Customer Service and Support Professionals Conference, and the Government Customer Support Conference, afford Ivy to share her passion in leadership, communications, and technology. She is also the co-founder and President of the Customer Service and Support Professionals (CSSP) organization.

Prior to running her own company, she worked for US West Communications and IBM. A National President's Club recipient, and being one of the Top 10 in the Industry in Service and Support, building the first IT Help Desk using Microsoft's platform in 1985, and on a team of four who created the first ever support solutions knowledge base - worldwide, are testimony to her commitment and drive for high achievement.

