



Barbara Burke



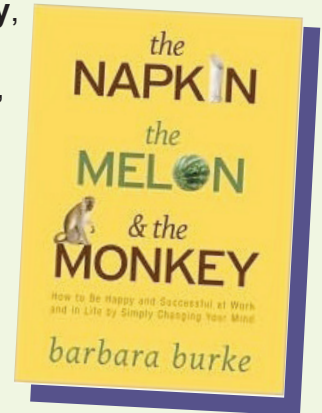
Help your people thrive – not just survive!

Every day your people are faced with tough challenges – demanding customers, constant change, communication breakdowns, setbacks, time pressures and not enough recognition. How can you help them excel in your environment? By learning to view every day challenges in a fresh, new way.

Powerful Presentations that Make a Difference



Barbara’s keynotes and workshops are filled with wisdom, passion, unforgettable stories and lots of laughter. Based on her popular modern-day fable, **The Napkin, the Melon & the Monkey**, her presentations offer practical, time-tested solutions for living a happy, struggle-free life. After hearing Barbara’s life-changing message attendees walk away feeling energized, empowered and equipped to handle life’s challenges with grace and ease.



Every presentation is custom made to meet your organization’s specific needs

Barbara’s Most Popular Presentations

- ▣ **There’s No Such Thing as a Difficult Situation**
How to handle life challenges with grace and ease
- ▣ **Spreading Your Wings Is The Only Way to Fly**
Learning to thrive in a constantly changing environment
- ▣ **Great Leaders Make a Difference**
Living the The Napkin, the Melon & the Monkey Philosophy



“Barbara’s offsite session turned into one of the most uplifting annual Division meetings we ever had.”

Bob Sebyy
Vice-President Customer Care
Cox Communications



“Barbara had our group of contact center leaders and supervisors in the palm of her hand from the first word of her talk. Our group couldn’t get enough!”

A. Roger Paulson, Practice Director
UW E-Business Consortium
University of Wisconsin-Madison

Aha! 18

*Success comes from bringing
out the best in others.*

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Barbara Burke

Customer Care Consultant > Author > Speaker

Introducing Barbara Burke **International customer care expert, author and speaker**



Barbara Burke has spent the last 24 years as a customer service consultant, trainer and public speaker. She is recognized as an international expert and thought leader on employee engagement as a key driver of customer satisfaction and corporate profitability. She is passionate about training and coaching front-line leaders to “make a difference” in employee engagement, performance and customer satisfaction

A popular keynote speaker and workshop leader, Barbara presents her empowering message at conferences, corporate events and employee retreats. Her articles appear in both print and on-line publications. Over 1700 subscribers enjoy her inspirational “*Monday Aha!*” Workplace Wisdom e-message each week. Barbara’s blog (www.barbaraburke.com/blog) reaches readers throughout the world.

Barbara’s extensive client list includes: Honeywell, Target, Microsoft, Estee` Lauder, Proctor & Gamble, State of Minnesota, State of Pennsylvania, Cox Communications, KCPL, Progress Energy, Alltel, Carlson Companies, Tampa Electric, Austin Energy, Georgia Power and Time-Warner.

Her modern-day fable, *The Napkin, the Melon & the Monkey*, originally written to help customer service reps deal the many challenges of their jobs, has resonated with broader audiences including health care, education, state and municipal governments and non-profit organizations. In February 2010 the hardcover version of the book was published by Hay House and is available on-line and from booksellers in the U.S. Canada, UK, India, South Africa and Australia. The book has been translated into German and Dutch.

Barbara is based in Northfield, a small college town, located just outside of Minneapolis, Minnesota. Her interests include travel, gardening, meditation, writing, skiing and fly-fishing. Barbara serves on the board of local Arts organizations.



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