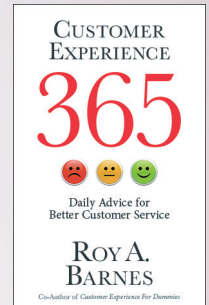
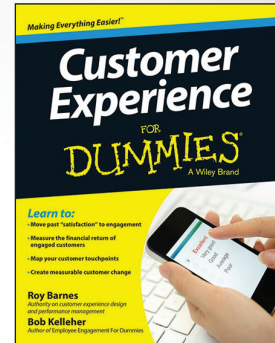
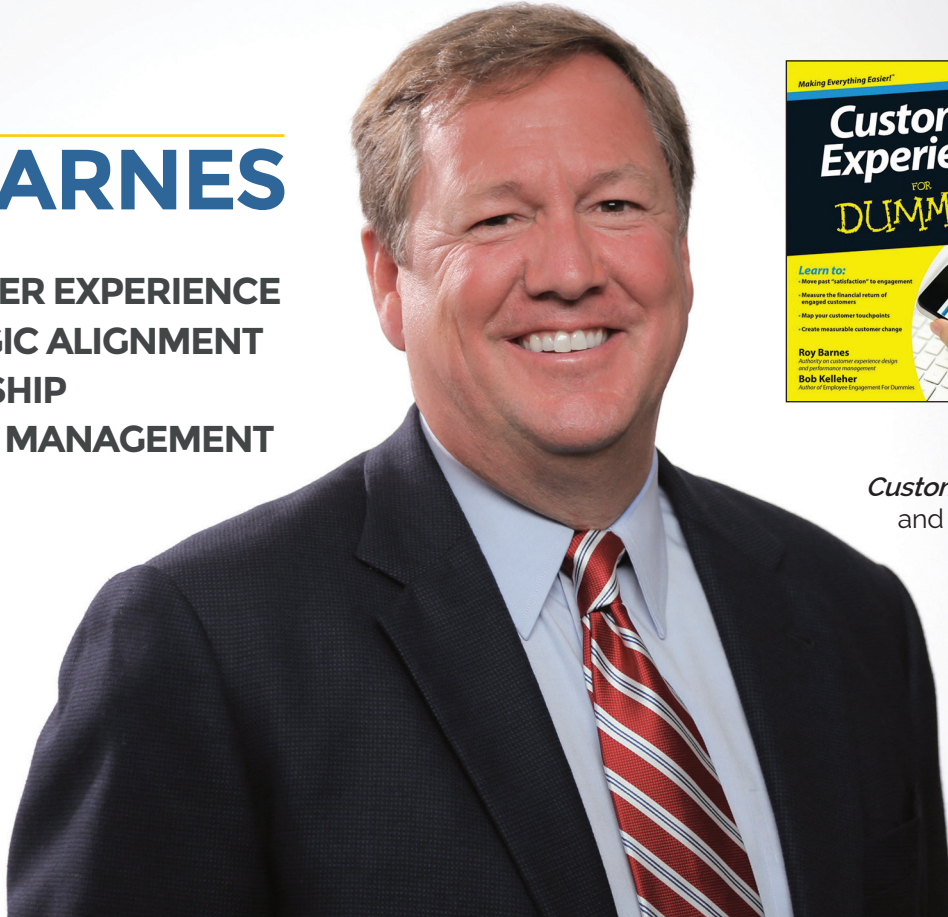


IDEAS THAT EMPOWER. CHANGE THAT STICKS.

ROY BARNES

**CUSTOMER EXPERIENCE
STRATEGIC ALIGNMENT
LEADERSHIP
CHANGE MANAGEMENT**



Co-Author of
Customer Experience for Dummies
and Author of the newly released
Customer Experience 365

QUICK REFERENCE



AUDIENCES

Board of Directors, C-Suite, Customer Experience Teams, Managers, Directors and Employees



ENGAGEMENTS

Keynotes, Panel Moderation, Workshops and Custom Training



PRODUCTS

Books, Articles, How-To Subscriptions and Videos



KEY TAKEAWAYS

Action Plans, Strategies, Metrics, Tools and Resources



TOOLS USED

Case Studies, Dashboards, Maps, Models, Guides and Templates



INDUSTRIES

Telecom, Education, Government, Health Care, Hospitality, Manufacturing, Non-Profit, Transportation and Utilities



TRAVEL

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SCHEDULING

Taking bookings 1-3 months out, year-long availability



FOLLOW UP

Concentrated Focuses on Targeted Areas with Workforces or Teams

A CLEAR PATH TO ACTION.

Roy Barnes is expert at enabling and delivering customer focused strategies. It's not surprising why Roy connects with audiences the way he does—he gets it because he's been there.

He introduces tools and best practices. He guides and leads. He provides credible examples that create clarity. He gives audiences **the confidence that they can achieve real results.**

Whether keynote, workshop or targeted training, Roy delivers powerful messages in the areas of:

- Clarification of strategic vision, translation of vision into short and long-term balanced strategies and measurable action steps
- Enterprise-wide alignment
- Multi-unit, world-wide operations management
- Complex customer experience process management and touch-point mapping
- Delivery of world-class customer satisfaction research and problem resolution
- Creation and execution of internal communications and change management
- Delivery of world-class associate satisfaction



Roy knows his audiences and the world they live in every day. He understands their desire to be better, to move beyond and to **make a difference.** This connection enables Roy to anchor them in reality and show them a **clear path to reach their goals.**

Add more value to your message with a clear action path and the practical guidance led by Roy Barnes.

ROY BARNES

For bookings and questions, call Roy Barnes at **321-388-6985**. For more information, videos and topic details, visit RoyBarnesLive.com.

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“Roy has the ability to quickly capture a team’s imagination and deliver compelling messages on the need for stronger change management leadership and customer focus. Over the course of several years, he also worked directly with my immediate leadership group to evolve our approach to strategic performance management. We used Roy over 20 times to speak to every level of Hewlett Packard’s entire global Senior Finance staff. He teamed with our internal staff to conduct multiple training sessions and global webinars for our managers and employees around the world. He has been a terrific asset in the successful rollout of our Finance Transformation.”

— Cathie Lesjak, Executive Vice President and CFO, Hewlett-Packard Company

“It was a real joy listening to his presentation. (He relayed) so many truths about the challenges we face.”

— Dimitris Kourepis, Senior Vice President Global Web Marketing & UX, Sony Corporation of America

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ROY BARNES IS CEO OF BLUE SPACE CONSULTING, an Orlando-based consulting firm focused on best practice leadership, customer experience, strategic alignment and change management. Roy has more than 25 years of experience leading work teams and delivering world class results in both the profit and non-profit sectors.

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