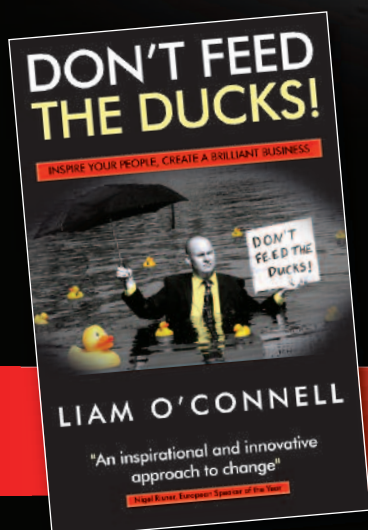


Liam O'Connell

Professional speaker

Author

Business and culture change consultant



Inspire your people,
create a brilliant business!

Book available now at www.amazon.co.uk
and www.liamoconnell.co.uk



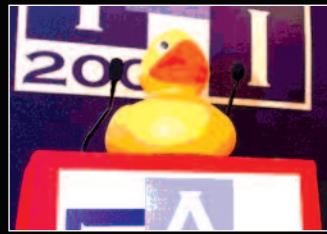
Conferences

Culture change workshops

Events

Executive away days





Traditional customer care is dead

Inspire your people, create a brilliant business!

Fantastic customer service begins with positive people and the culture of a company. Get that right and you can achieve lasting results.

Imagine for a moment:

- 👉 An organisation alive with highly motivated people
- 👉 People who actually love coming to work and are passionate about delighting customers
- 👉 People who are actively contributing to creating a vibrant culture and an incredibly successful business
- 👉 An organisation that is recognised as the best by customers and competitors.

Ensure your conference, seminar, management meeting or any event has major impact and is a memorable and fun event. Try the O'Connell experience!

"Congratulations, I can tell you that you were the only speaker to gain 100% 'very good'. Comments included, inspiring, wow, and excellent!"

Nick Moffat, Senior Events Administrator, Chartered Institute of Housing

"Liam, it was a real pleasure to evaluate the day and read all the immensely positive feedback, you got a whopping overall rating of 4.8 out of five - congratulations on a job well done!"

Emma Baker, Staff Development Officer, Calderdale College

"Liam brought inspiration and energy to our culture change programme. At the end of our launch day, staff were not only applauding but cheering. The smiles were still visible the next day, the message has been received!"

Vivien Insull, Director of Residential Services, University of Essex

"Liam's truly inspirational and original approach has helped us to identify innovative ways in which we can take the success of our business even further. His work was evaluated by employees as some of the best we have ever had and its impact has contributed to enhanced employee satisfaction and our success as 'Best Business' in the North of England Excellence Awards."

Jayne Phillips, Human Resources Manager, The Dane Housing Group Ltd

"Thank you for your exceptional speech at our opening event many people commented how inspirational you were."

Ralph Stratton, Director, Shrewsbury College of Arts and Technology

"Your book gave me back the inspiration I needed to drive forward with the organisational and cultural changes to continue to make our association a great one."

Jacqueline Wilkinson, Operations Director -
Housing Services, Russet Homes

"Engaging and inspiring, Liam connected with everyone. I truly recommend the O'Connell experience!"

Duncan Snook, Director, Chartered Institute of Housing

"Liam's unique mix of sincerity, energy, passion and fun made a real connection with everyone of the 750 employees who attended the 18 sessions he designed and presented for Hanover Housing Group. I am confident Liam has re-ignited the impetus within the organisation to move us from good to great."

Bruce Moore, Chief Executive, Hanover Housing Group

Liam O'Connell

Professional speaker

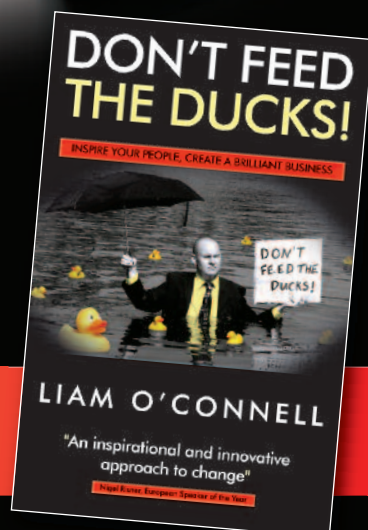
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