

Sparkle Presentations

Are low morale, high stress, and poor attitudes affecting your customer service, productivity and teamwork today?

Need to rekindle the spirit in your organization?

Bring in the Sparkle-Tude™ Expert Sheryl Roush!

Conference Speaker, Top-Rated Trainer, Author

Attitude-Boosting and Skill-Building Programs & Retreats

Sparkle-Tude!™

Keeping a Sparkling Attitude Every Day

- 67 ways to stay sane and lighthearted in stressful times
- Deal with difficult people and challenging situations
- Reduce stress, increase teamwork, beat burnout and energize staff!

7 Secrets to Connect with Anyone

How to establish rapport with your listeners, buyers, teams, and audiences

- Assess your current communication skills level and modalities
- Learn 7 multiple intelligences to naturally engage others
- Enhance your charisma factor, credibility and connection

Ideal for managing, sales, service, training, interviewing, and networking

Creating a Positive Work Environment

How to boost morale, supportive feedback

- Discover 5 common attitudes and ways to utilize intrinsic motivators
- Give meaningful feedback and recognition to motivate and elevate
- Energize and engage staff to cooperate, align and produce results

Customer Service with Heart

How to retain valuable customers and satisfied employees

- Learn 4 things customers really want to retain their business
- Discover meta-messages and 3 dynamics of communication
- Meet your customers on their level to connect authentically

Sparkle When You Speak!™

How to define, design and deliver dynamic presentations

- Organize your thoughts, and creatively craft your message
- Determine opening grabbers, transitions and memorable closers
- Learn what listeners need from you, and how, to take action

Highly-tailored programs. Available as Keynotes and Workshops.

Rekindle the Spirit, Raise the Bar and Shine in 2009!

Call Toll Free 800-932-0973 to schedule Sheryl Roush

Sparkle Presentations, Inc., based in San Diego (858) 569-6555

Sheryl@SparklePresentations.com www.SparklePresentations.com



Sparkle Presentations

When your organization is dulled by negativity, stress overload, declining customer service, lack of teamwork or poor communication—**Sheryl Roush will raise the bar, create excitement and help make your organization SHINE!**

Clients include:

7-Up
Abbott Laboratories
Arizona Health Care Association
Ass'n of Family Medicine Administrators
Baptist Memorial Healthcare Systems
Bucknell University
California Escrow Association
County of Los Angeles
County of San Diego
Federally Employed Women
Geriatric Care Managers
Healthcare Financial Mgmt Ass'n
Hong Kong Baptist University
Institute of Real Estate Management
Latham & Watkins law firm
Los Angeles Unified School District
Macerich Shopping Malls
NFL San Diego Chargers
Philip Morris of Asia, Hong Kong
Sheraton, W, and Westin Hotels
Stampin' Up!
UCLA Arthur Ashe Wellness Center
Union Bank
U.S. Census Bureau
U. S. Navy
Verizon Wireless
Western Claim Conference
Women in Business Symposia
Womens Council of Realtors
Zoological Society of San Diego

Credentials include:

Sheryl Roush is President/CEO of Sparkle Presentations, Inc., based in San Diego. She is an internationally top-rated trainer on communication skills, with 20 years and 3,000 programs as a professional speaker on the topics of customer service, team communication, sales, speaking and training skills, assertiveness, business and positive attitude.

The National Speakers Association has honored her as Member of the Year and with the Golden Microphone Award.

Toastmasters International honored Sheryl as the third woman in 113 countries and 4 million members, to earn their elite Accredited Speaker Award, for outstanding skills and professionalism in speaking. They also presented her their International Presidential Citation in 2009.

She was selected Most Interactive Trainer, out of 243 trainers, as rated by program attendees in eight countries and faculty for 7 consecutive years at an international seminar company.

Sheryl is a Past President of the San Diego Professional Coaches Alliance, an affiliate of the International Coach Federation.

A 13-time author, Sheryl's inspirational publications help boost morale, skills, positive attitudes and create a healthier world, filled with hope.

Sheryl has presented on conference programs alongside celebrities including Jane Seymour, Geena Davis, Olivia Newton-John, Joan Lunden, Marcus Buckingham, Suze Orman and Marie Osmond...

Sheryl is available for conference keynotes and breakout sessions, emcee at special events, on-site training programs, and off-site retreats.

Meeting Planners' Glow about Sheryl's Programs for their Attendees!

As Program Chair, I booked Sheryl Roush for our opening keynote speech. Sheryl had come highly recommended by one of our Board members at UCLA. After all the things they said about how good she would be, I had pretty high expectations. She exceeded my expectations! She was great. Sheryl customized the presentation for our group to a greater extent than we have ever had from any other speaker. Our theme was "Setting the Bar Higher" and she did a fabulous job of incorporating our theme and setting the right tone for the conference.

- John C. Garner, CEBS, CLU, CFCI, CMC, Western Claim Conference

Your presentation changed the life of several women in the audience. The attendee evaluations picked you #1 speaker!!!!!!!!!!!!

- Sheila McDonnell, Producer, Women in Business Symposium

You were really great! I don't know if I have ever had the occasion to meet a person that was as dynamic, organized, personable, friendly, thoughtful, structured, passionate and great as you proved to be yesterday, it was truly a wonderful experience. Your attitude is contagious and you are sincerely appreciated from our little old Oklahoma perspective. I cannot say thanks enough! Sheryl, thank you for lifting our spirits, making our All Staff the "best ever" (as I was told by numerous people) and giving our staff a very memorable occasion.

- Richard Pralle, CFO, Red Rock Behavioral Health Services

Sheryl's professionalism and enthusiasm are infectious! Her training has helped bring the management team of the Zoological Society to another level altogether, and we look forward to each new class she brings to our organization. I couldn't endorse her any stronger.

- Tim Mulligan, Chief H/R Director, Zoological Society of San Diego