

Steve

Beck

Motivator
Instructor
Consultant

**Awakening
People to
their
Maximum
Potential**



Helping Hospitals and Health Care Facilities Increase Patient Satisfaction, Leadership Skills and Life-Work Balance

THE FOLLOWING CLASSES ARE APPROVED BY THE
Continuing Education Institute of Illinois

- Exceptional Customer Service Parts I, II, III (each 1/2 day - 3.5 CEU's each)
- Motivational Leadership (Full day - 7 CEU's)
- Life-Work Balance (Full day - 7 CEU's)

Exceptional Customer Service Parts I, II, and III

→ CERTIFIED BY THE CUSTOMER SERVICE INSTITUTE OF AMERICA ←

Steve incorporates his "How to Have a Great Day Every Day" and "Leave Your Funk at the Door" themes in all three Exceptional Customer Service Programs.

These Exceptional Customer Service Seminars are designed to increase and enhance the customer service at your Hospital or Health Care Clinic. Participants discover how their job is not just a job, but in fact, the performance of, 'How To Be Their Best with the Patient's Family, Visitors and their Co-Workers'.

Objectives (How participants will benefit):

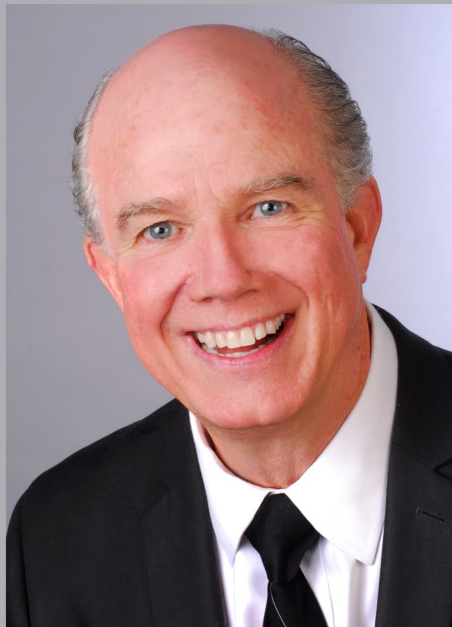
- Understand why Attitude Affects Everyone in a Negative or Positive Way
- Increase Patient Satisfaction by Creating Happy Patients & Family Members
- Realize the Power of Listening
- Learn How to Deal Effectively with Difficult Patients or Family Members
- Exceed What Patients Expect by Examining What Patients Want
- Learn What It Takes to Win 'Employee of the Year'

Motivational Leadership

This Motivational Leadership Seminar is having attendees learn how to effectively lead with greater results in these times when everyone is asked to 'Do More With Less'. They will receive essential information and tools to motivate their staff for greater effectiveness, efficiency and productivity.

Objectives (How participants will benefit):

- Increase Effectiveness as a Human Being and a Leader
- Learn How to Motivate a Team for Greater Results
- Learn What Attitude to Employ to Lead a Team Effectively
- How to Adopt a Commitment for Excellence
- Create an Action Plan for Personal and Professional Success
- Learn and Practice the 'Coach Approach'
- Learn How to Motivate the Top 30% AND the Middle 40%
- Learn What to do with the Bottom 30%



Meet Steve

Steve Beck, founder and president of Beck Seminars, is an author, keynote speaker, master facilitator and coach who brings more than 20 years of experience as a corporate executive to his training programs.

Steve's training background spans more than 15 years in which he has earned a reputation as an outstanding speaker, motivator and instructor. During this period, he has provided corporate training solutions through his own consulting firm and has taught at the Chicago School of Finance and the Institute for Self Actualization.

His corporate background includes 18 years in the securities industry in various positions, including vice president for First Options of Chicago and assistant vice president for Drexel Burnham. He also owned and operated a successful restaurant business.



Life-Work Balance

Life-Work Balance embraces the core structure your daily life helping you to improve your attitude, mood and performance both personally and professionally for greater health enthusiasm and vitality.

Objectives (How participants will benefit):

- Learn 12 Action Steps to 'Create Balance' in Your Life
- Learn 10 Tips to 'Reduce Stress' at Home and at the Office
- Realize the Top 3 Reasons Why People Don't Get What They Want
- Embrace 3 Easy Steps So When You Look in Life's Rear View Mirror You'll Never Wonder "Where Did The Time Go?"
- Learn the Fundamental Secrets of All Successful People and How to Apply These Secrets to Your Everyday Life
- Discover a Mental and Physical Balance to Become More Present in Every Moment of Your Day
- Experience the Benefit of Meditation and Breathing Exercises to Relax Your Mind and Body

Partial Client List

St. Anthony's Memorial Hospital
Effingham, IL

Marcus Daly Memorial Hospital
Hamilton, MT

Advocate Health
Oakbrook, IL

Cardinal Health
Several Locations

RiverStone Health
Billings, MT

Montana State University
Bozeman, MT

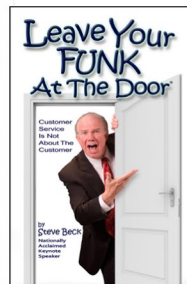
Sidney Health Center
Sidney, MT

Valley View Home
Glasgow, MT

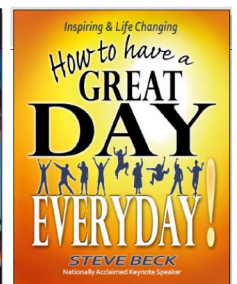
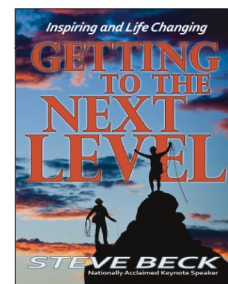
Indian Health Services
Missoula, MT

U.S. Army
Chicago, IL

Books



CDs



Praise

"Steve Beck's classes are like a spa for the soul."

-- Judy Stewart, V.P. RiverStone Health

"Hello from St Anthony's in Effingham and I have to say I am sorry that I have finished your 3rd session of customer service as now I don't have a reason to attend them anymore. I always enjoy hearing you speak and find such inspiration from your words. I have taken the "taking care of me" portion and have finally realized that if I don't take care of myself then I am no good to those that I serve. So I have started to get myself into shape and have thus far lost 23.4 pounds and I am affirming every day that I am a beautiful, fit person. And I am starting to believe it too. Thanks again and know that what you do is making a difference! Have a great day!!"

-- Lisa