



CAPITOL CITY SPEAKERS BUREAU

We help you thrill your audience!



Liz Jazwiec, RN

Travels from: Illinois

Fee Range: \$7,501 - \$10,000

Liz Jazwiec (Jazz-wick) is a nationally recognized speaker, specializing in improving customer and employee satisfaction.

As founder and CEO of Liz, Inc., a consulting practice formed to help organizations develop a customer service culture driven by increased employee satisfaction, Liz directly addresses the concerns facing businesses today including leadership, team and customer satisfaction issues. With over 25 years of clinical and corporate experience, Liz has been instrumental in accomplishing service and organizational excellence based on developing improved employee morale.

Her business background includes:

- Sales and management corporate recruiter
- Director of Organizational Development
- Advisor to CEO on leadership development
- Leadership Institute chair

In addition, Liz's healthcare highlights encompass:

- Vice President of Patient Care
- Director of Emergency Services
- 25 years as a Registered Nurse

In her newest book, *Service Excellence is as Easy as PIE (Perception is Everything)*, Liz provides you with the motivation and tools to do more with less without sacrificing quality while explaining practical and relatable ways to zone in on and improve service.

Liz has a vision that makes a clear connection between customer satisfaction and corporate culture! Her mission is to make people realize they can make work better by working together, having fun and believing in their organization again!

Liz will inspire, entertain and change attitudes, show how to improve leadership, morale and customer service, but most importantly, how to begin! She uses levity in her presentations to give your organization "a shot in the arm" to move beyond self-imposed limits and toward the commitment and action necessary to transform your service culture. Liz provides the enthusiasm needed to start on the road to workplace recovery! Your audience will leave excited with optimism and determination because they have learned that they already have what it takes to respond to their personal challenges.

Most Requested Programs...

- Accountability: Turn (Limited) Resources into Results!
- Liking Leadership
- Yippee! Another Day in Paradise!: Driving Negativity Out of the Workplace
- Making Service REALLY Happen: Creating Excellent Care Experiences
- Getting Staff on Board is Not About Empowerment, it is About Engagement!
- Nursing Retention: Keeping the Best and the Brightest
- Pride in the Profession...What's Great about Nursing!
- Promoting Pride in Healthcare