

Familiar Results – which ones do you want to achieve?

Financial

- Reduce costs
- Increase sales and revenue and maintain/increase margins
- Produce new revenue sources

Training and Organizational Development

- Increase business impact and decrease time to competency
- Increase employee engagement

Client and Customer Facing

- Manage clients to maintain spend levels, to ensure loyalty, and to up-sell additional services & products
- Produce service delivery excellence and happy clients
- Build and extend relationships

Intra-Company

- Improve management and collaboration

On your behalf, I can be a force to help you achieve these results, with *less driving and less travel.*

How?

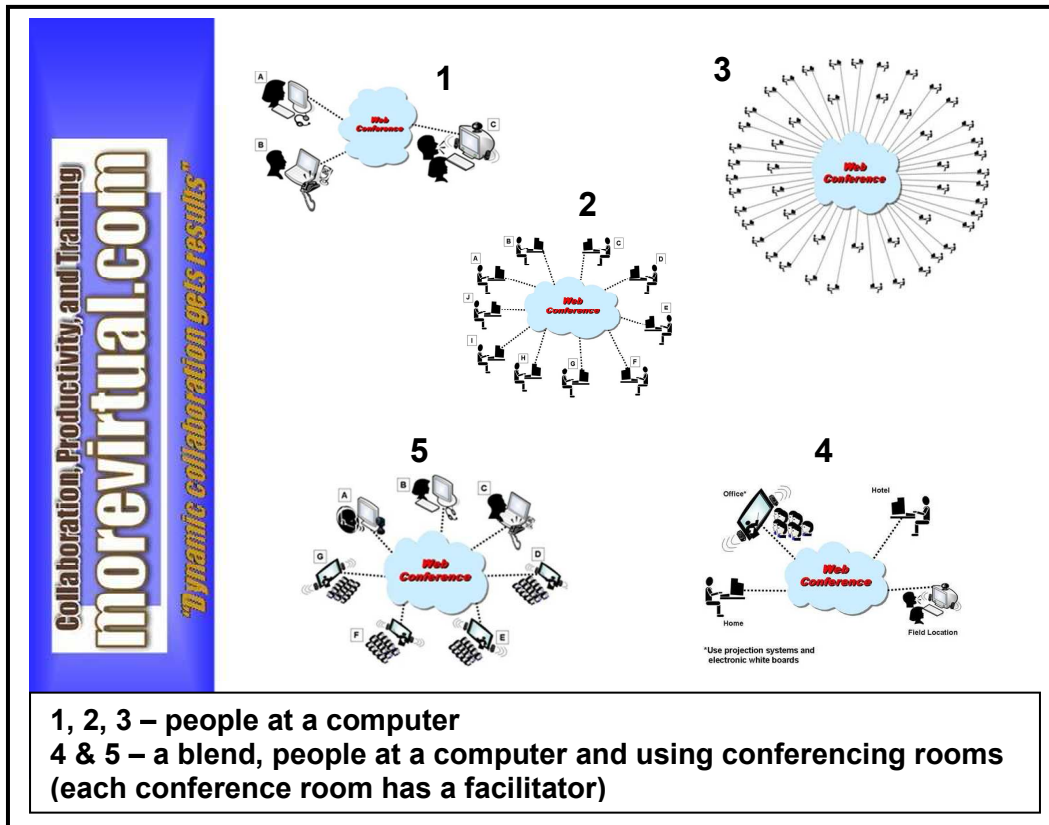
- Articulate a vision and develop and implement a plan for using web conferencing to create innovation and measurable value for your business and your clients.
- Coach your staff to become aware, skillful, and competent in planning and executing effective web conference meetings and training sessions.
- Provide outsourced services to supplement your staff capabilities and availability.

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Henry E. Liebling
Management Consultant, Trainer, Coach, and Author of
four books on Web Conferencing

Five Web Conferencing Location Scenarios

I teach to this picture. It is a framework for basic and creative ways for connecting and working using web conferencing.



Three Geographic Maps

Where are you?

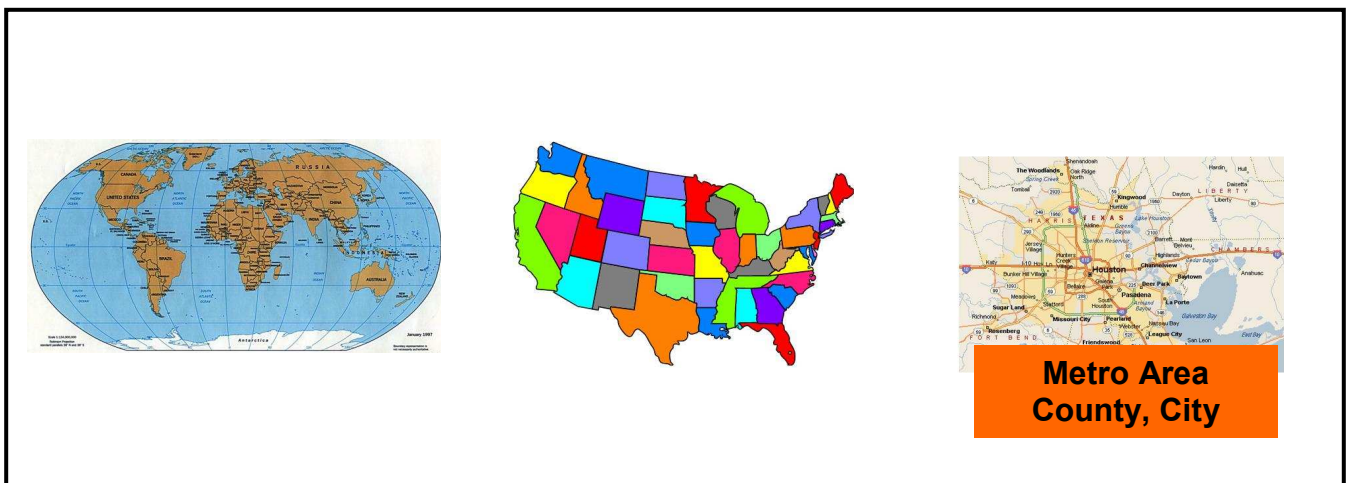
Where is headquarters?

Where are field locations?

Where are virtual team members?

Where are your sponsors and stakeholders?

Where are your clients and customers?



Henry E. Liebling - Experience

My uniqueness is the marriage between my New Ways of Working and Traditional Working experience.

Proven Track Record

Increase sales, revenue, and customer retention.

Improve employee performance and organizational culture.

American Bankers Association, AT&T, BellSouth, Blue Cross Blue Shield, Boys and Girls Clubs of America, Clean Air Campaign, General Motors, Great American Cookie Company, Los Angeles County, Microsoft Corporation, Monster Worldwide, National Urban League, National Westminster Bank, Nokia Learning Center, Organization Change Alliance, ProSys, Southeastern Association of Facilitators, State of New Jersey, Temple University, The Equitable Group and Health Division.

Academic: Political Science degree and Masters of Public Administration from Syracuse University. Studied behavioral science and organizational development at University of California. Author of Handbook for Personal Productivity.

Real-Time Virtual Meetings, Collaboration, and Distance Learning	Traditional Experience
<p>Began using "real-time, different place" software in 1992. Have used/tested 19 different programs. Co-founder of MoreVirtual.com. Member of New Ways of Working Network (www.newwow.net).</p> <ul style="list-style-type: none"> ▪ Provide consulting, training, coaching, and workshops on virtual meetings and virtual classroom (instructional design and delivery). ▪ I have facilitated hundreds of synchronous sessions for virtual meetings and distance learning. Co-Chair, The Collaboration Forum. ▪ Instructional design for synchronous format. ▪ Author of four web conferencing books. <p><u>Blended Learning</u></p> <ul style="list-style-type: none"> ▪ Co-project managed the planning, design, and execution (team teaching) of a global company's first distance / blended learning program for engineers and product team members. ▪ Collaborate with sponsor, project planning, learning objectives, content reviews of videos and case studies, and end-of-course feedbacks. ▪ System admin of Learning Content Management System (LCMS) and testing. ▪ Award – from U.S. Distance Learning Association. Wrote training materials and key member on team that won Second Place Honors (more than 350 entries) for the Best Distance Learning Program in Corporate America. Project: Sales Channel and Joint Account Planning. <p>Experience with video conferencing and asynchronous team workrooms, used for sales, resellers, new service creation team, senior leadership, middle managers, HR, and training.</p> <p>Experience with Performance Support (EPSS) and multi-media programs (CD-ROM).</p>	<p><u>Business Processes</u> Analysis, development, and documentation for various functions, sales, new product development, CRM, distribution, & professional services.</p> <p><u>Culture Change, Leadership Development, Employee Involvement, and Customer Retention Initiatives</u> (large-scale) For Call Centers, Claims Management, and Technology Integrator</p> <p><u>Training and Development Programs (Classroom)</u></p> <ul style="list-style-type: none"> ▪ Assessment, Design, Development, Delivery ▪ Business Acumen courses for sales people (including a coaching component) ▪ Human Resources Planning - large scale alignment and cost cutting program (mfg.) ▪ Leadership development ▪ Product development training (stage gate) – for marketing management ▪ Opening a new 7x24 call operations center (financial services) ▪ Sales Specialist certification course (business acumen course to sell software solutions) ▪ Call center agent training (products, selling skills, workflow) ▪ Redesign of corporate training and organizational development departments ▪ Training courses for 10 products selling in diverse industries ▪ Soft skills training (interpersonal communications, goal setting, self-image, time management – studied under Lou Tice and Gordon Graham. ▪ Software training – eCommerce, billing, telecom, CRM, web conferencing ▪ Offsite retreats for executive teams