

Apply ICE! Build Your Business with the Incredible Customer Experience

Rapidly shifting attitudes, loyalties, and expectations need to be met with solid service: online AND face-to-face. Make your customer service remarkable; provide the Incredible Customer Experience that today's marketplace demands. This interactive session shows you how to evaluate your business processes and then plan a sure footed path to consumer confidence, trust, and enthusiasm about the "cool" services you offer.

You'll learn how to:

- Survive and thrive amidst constant change.
- Harness technology to enhance communication and the client connection.
- List the steps to generate a genuinely interactive and consumer-centric business model.
- Use the most effective service practices and tools to create great moments of magic.
- Problem solve and complete tasks in a way that meets your customer's expectations.
- Discover those Moments of Truth which defines the consumer perspective about your business.

And that's just the tip of the iceberg! Join Karel Murray, CSP, DREI and find out how ICE can heat up your business.

“

Karel's common sense approach, real life examples and enthusiasm allowed her to engage with our management team immediately. Our time together flew by and we have the foundation of knowledge that will compel us to be successful in the future. ”

Gary Pyle, Principal Financial Group

About Karel Murray, CSP, DREI
Communication and Leadership Strategist, Author
 Karel Murray's extensive business experience in community advocacy and her professional speaking background, combine for an incredible attendee experience. Karel has earned the Certified Speaking Professional Designation (CSP) and the Distinguished Real Estate Instructor designation (DREI).

Karel's sessions reduces apathy in the workplace because attendees soon discover that they are learning how to be innovative and more open minded when it comes to problem solving, communication and leadership. Whether as a keynote speaker or a business content provider at your next event, Karel Murray, CSP ensures her sessions will not only increase the energy of individuals and teams, but will provide them with applicable tools and processes to positively their professional life.

Karel opens and closes conferences nationally and internationally with a memorable energy and impactful insight about personal accountability and success and have you laughing all the way.

"Karel's style of educating through story-telling not only captured our agents' attention, but also empowered them with memorable tools and takeaways to begin putting into practice immediately. If you're looking for a charismatic and engaging trainer, I would recommend Karel Murray."

*Erin Koops, Vice President of Network Services,
 Leading Real Estate Companies of the World*

"Karel did a fantastic job! If you want to guarantee that your event is a success, invite Karel to be your speaker! Her charisma and storytelling abilities will have your group entertained and laughing the entire time. She is reliable, professional and overall an absolute pleasure to work with!"

Mykah Travis, Utah Division of Real Estate

An accomplished writer and humorist, Karel is the author of

- *Straight Talk: Getting Off the Curb*
- *Hitting Our Stride: Women, Work and What Matters*
- *Conquering the Witch Within: Intergenerational Workplace Strategies that Create Real Results*
- *Think Forward® - online newsletter*

And featured in

- *Extreme Excellence: Dynamic Interviews with America's Top 10 Performance Experts*
- *Ovations: How To Present Like A Pro: The Re-Invention of Adult Education.*
- *Crystalline Moments: Discover Your Opportunities and Create Your Best Self*

In collaboration with Denise Lones, Karel Murray is the founder of The Brokerage Revolution (www.BrokerageRevolution.com) which is an application packed, leadership management program that provides training, consulting, and mastery enclave groups combined with access to incredible tools for assisting Broker Owners and Managers in fanning the flames of excellence within their companies.



Building a Better You...One Story at a Time

Karel Murray, CSP

A humorist with the uncanny ability to connect, motivate and educate groups just like yours, Karel builds a foundation of memorable messages that has lasting impact.

TO BOOK KAREL MURRAY

Corporate / Association Events

Karel@Karel.com

Real Estate Educational Events

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