



# JOY HUBER . . .

## “Ms. En’JOY’able”

Dear Meeting Planner,

In today's economy choosing the right speaker with the right message for your audience is especially challenging. Joy Huber's goal is to completely set YOU up for success at your event and praise after! She accomplishes this by communicating with you prior to the event so that she can design a unique experience that is educational and enjoyable. That's why audiences have called her Ms. "En'JOY'able" playing upon her name!

Joy Huber, a.k.a. "Ms. En'JOY'able," is an award-winning professional speaker & business communications expert who helps companies & individuals improve their communication skills so they can achieve better results in business & life. She has international presentation experience & works directly with companies and associations. Joy blends her diverse industry experience & education to provide her clients with real-world solutions to meet the challenges of today.

Joy specializes in: programs for women, human resources/personnel recruitment, personnel supervisors & managers, customer service/retention & great first impressions/front desk programs.

### Client Benefits:

Partner with “Ms. En’JOY’able” & Experience

- Reduced employee turnover & associated expenses
- Improved customer relationships and loyalty
- Greater productivity
- Improved self-esteem
- Reduced conflict
- Greater profits
- Reduced stress
- Improved assertiveness

### Credentials:

Business Professionals of America, 1st place in State of KS & in the NATION 2 years in a row in Extemporaneous Speech Competitive Event; Graduate of Peru State College, Bachelor's of Science in Secondary Education/Language Arts; Toastmasters

### Key Partial Client List:

- Wal-Mart
- Hilton Hotel's Doubletree Hotel
- Konica Minolta Business Solutions
- Benchmark Biolabs

“Joy’s energy, knowledge and presentation style made learning her topic uplifting and fun, with a thirst to hear more.”

B.J. Dennis, Owner - B.J.'s Crossing

“I would not hesitate to bring Joy into any audience to provide training on any topic she offers. She was truly born to be a trainer and it shows in her demeanor and the passion in her presentations.”

Cory Jensen, Owner - I-Spy Mystery Shoppers

“Talk to the Hand: A Woman’s Guide to Truly Thriving Amongst Difficult People’ and ‘An Interview with Joy Huber, Business Communications Expert’ give you excellent, easy-to-understand advice on how to make the most of your communications skills. So much of working, selling, managing, and organizing depends on your

ability to communicate: Joy gives you helpful tips on how to raise your abilities to communicate clearly with colleagues, staff, associates, and clients.”

ASuccessfulWoman.com - <http://asuccessfulwoman.com/resourcedirectory.php>



CD's are Available in Joy's Online Resource Store at [www.joyhuber.com/online](http://www.joyhuber.com/online)

# CURRENT PRESENTATION TOPICS:

## “You Go Girl!”

### A Woman's Guide to Being an Assertive Communicator in the Ever-Changing World

Assertive Communication: In this program you will be given the specific how-to's on topics including: how to develop your self-esteem & improve & enhance your self-image, and how to better manage your inner emotions & stress. Because what we think & feel on the inside manifests itself and comes out in our external behaviors & actions Joy also provides strategies on assertively standing up for yourself in conversations. You'll be doing things you only dreamed of before attending!!

## “We Recruited a Dream . . . But the Nightmare Comes to Work Daily!”

### How to Recruit Winning Candidates for Your Company

Personnel Recruitment: Every Human Resources/hiring manager can relate to hiring what you think is “a dream candidate” for your open position . . . only to have the nightmare emerge quickly. This essential program for Human Resources and anyone with applicant screening/hiring responsibilities will help you with finding the best of the available talent for your positions. Time & \$\$-saving information for where to post jobs and find talent, what interview questions are legal and illegal, and how to handle corrective action/terminating employees will be provided in this must-attend program!

## “Retaining Super Stars for Super Teams”

### Lowering Employee Turn-over and Its Expensive Expenses

Personnel Supervision/Management: A bunch of Super Stars makes a Super Team. In this program strategies will be given for keeping employees motivated and performing at their personal peak! Effective communication models will be covered for how to delegate, give feedback on performance, manage the difficult employee and handle conflicts internally to the team.

## “The Platinum Rule of Customer Service”

### How to Keep Your Customers Coming Back Again and Again

Customer Service & Retention: The companies that will survive know it is exponentially more costly for you to continue to advertise for new customers than it is to invest in teaching & rewarding your team to deliver exceptional customer service. In this informative workshop you'll learn about making great first impressions, what customers most want you to save them, strategies for handling the most common classic “difficult customers,” and how to communicate effectively with your customers (Yes, even when you have to say “No!” to them you can still keep them!).

## “You Only Get One Chance . . . ”

### How to Become the Chief Executive Officer of First Impressions

First Impressions/Front Desk: If you have an organization that has a front desk, reception area, or lobby, make this workshop an essential for any employee who could potentially work up there! They make that first contact with your new and loyal repeat customers. Learn how to excel at leveraging your communication to make a great first impression even in challenging situations, how to prioritize tasks, how to use time effectively at the front desk in spite of constant interruptions, and some very valuable safety information for your organization!



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Helping companies & individuals improve their communication

skills so they can achieve better results in business & in life.

Joy “Ms. En’JOY’able” Huber

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