Heather R. Younger, J.D.
The “Employee Whisperer”™
Speaker • Author • Podcast Host • Consultant
Founder & CEO, Customer Fanatix

Heather Younger gets it. As a best-selling author, international speaker and facilitator, she has earned her reputation as “The Employee Whisperer”. Her experiences as a CEO, entrepreneur, manager, attorney, writer, coach, listener, speaker, collaborator and mother all lend themselves to a laser-focused clarity into what makes employees of organizations and companies – large and small - tick.

Heather has facilitated more than 350 workshops, reaching +1,000 employers and their employees. Her motivation and philosophy has reached more than 10,000 attendees at her speaking engagements on large and small stages. Companies have charted their future course based on her leading more than 100 focus groups. In addition, she has helped companies see double-digit employee engagement score increases through implementation of her laws and philosophies. She has driven results in a multitude of industries, including banking, oil & gas, construction, energy, and federal and local government.

Heather brings a tenacious and humorous outlook to issues plaguing the workforces of today. Her book “The 7 Intuitive Laws of Employee Loyalty” hit Forbes Must-Read list and is a go-to source for HR professionals and organizational leaders seeking insight into their organization’s’ dynamics.

★★★★★★ REVIEWS ★★★★★★★

- Event Organizer -
“I was searching for the perfect speaker for a panel on customer success as a culture and not a department. Heather was the perfect match! It was obvious right from the beginning that she had prepared for the session and that she was an expert on the topic. Her passion and desire to engage the audience made that session a great success. As an event organizer, I highly recommend Heather for any conference or event where rave reviews are expected.”

Rhianna S. Collier
Vice President & Managing Director, Software and Service Division, SIIA [Conference Organizer, Deciphering Customer Success]

- Event Attendee -
“I had the distinct pleasure of hearing Heather speak at a conference recently. She had they unenviable slot of last speaking in a 2+ day session. Yet Heather’s personality, mannerisms and content kept everyone fully engaged. Questions from audience members clearly showed that Heather had hit on an important topic that was relevant to those in attendance. As a conference attendee, I think these are the most important characteristics for a presenter to have -- engaging, content relevant, forward looking, etc. I would highly recommend Heather to my clients as well as to other conference producers. Thank you Heather!”

Pam Harrison
Executive Vice President-US Operations, Research Strategy Group International [Conference Attendee, SWMRA]

For more information, visit CustomerFanatix.com
Want to positively move the needle on your employee engagement numbers?

The 7 Intuitive Laws of Employee Loyalty is a guidebook of implementable tactics and skills for organizational leaders looking to curate a positive culture that engages and inspires their teams to do their best work.

Author Heather R. Younger, J.D., examines and illuminates 7 laws that will put any leader in the driver’s seat to create a more engaged and loyal staff. Embrace the laws found in this book to create employee loyalty and catapult your organization!

— Forbes Human Resources Council Top 10 Books to Read for HR professionals

PRESENTATIONS

*For supervisors / upper management and human resources practitioners:

Walk a Mile in My Shoes

This presentation concerns employees and the role they play in creating organizational success. This presentation is best for attendees with supervisory responsibility. In this candid and insightful presentation, we will walk attendees through the journey of a prospective employee and be intrigued by the stories of their journey after they are hired. Attendees will learn ways that they can improve their employee’s experience within their organizations, and have a renewed commitment to their role as leader.

Fascinating Truths about Employee Loyalty

This is an interactive speech that mirrors the 7 Laws found in Heather’s best-selling book, The 7 Intuitive Laws of Employee Loyalty. This is meant for supervisors or above, and/or human resources professionals who serve as the coaches to many in management positions. Attendees can expect to be energized by Heather’s talk about what it takes to create truly loyal and engaged employees.

The Power of Emotionally Intelligent Leaders

This talk is for supervisors and above and is full of stories where leaders exhibited great emotional intelligence with their people — and when they did not. The results are staggering! Attendees will learn about understanding the role of empathy, self awareness and the role that their verbal and non-verbal communications play in curating a masterful employee experience, or NOT. Attendees will laugh and cringe through what Heather presents as a compelling case for all leaders to take their emotional intelligence seriously.

*For supervisors / managers AND employees:

Fill Them Up: How to connect by curating meaningful communication in the workplace

Ever wondered why communication always seems to be the problem in your workplace — and virtually any other workplace? In this funny and interactive talk, Heather will reveal the keys reasons why organizations often run into communication fumbles and why no one seems to be on the same page. Heather will expect participation in this session and will demonstrate how different communication styles, when paired together, deliver different results and conclusions. Heather will have the audience interacting and will create tons of “aha” moments as it relates to the power each of us has to curate meaningful communications in our workplaces.

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