

# Michele Matt, CSP, CVP

## Award-winning author sought after for her unique ability to inspire an entire organization to peak performance!

Each year since 1985, Michele has inspired the attitudes and actions of thousands of people around the world through customized on-site and on-line learning experiences, dynamic keynote presentations, strategic business planning and organizational development. As a dynamic and highly effective communicator, clients appreciate her unique ability to challenge the minds and touch the hearts of people at any level within a company, from the board of directors to the front-line team members.

In 1991, she started **Inspiring Solutions** in Des Moines, Iowa, a company that enhanced individual, team and organizational performance for 30 years in a wide-variety of industries, specializing in healthcare by designing and facilitating:

- ★ Strategic Planning
- ★ Leadership Development
- ★ Customer Service Initiatives
- ★ Team Building

Michele is an award-winning partner of Wiley Learning Solutions, an authorized distributor of **Everything DiSC®**, the leading suite of DiSC® - based workplace training assessments. In addition, Michele is a highly skilled and Accredited Facilitator in the **Five Behaviors of a Cohesive Team™** based upon Patrick Lencioni's best-selling book *The Five Dysfunctions of a Team*.

Since 2005, Custom Learning Systems has contracted Michele to implement a culture transformation process with over 50 healthcare organizations to improve the patient experience and employee engagement. In 2011, she was awarded the "Impact to Business" from the Association of Talent Development - Iowa Chapter for the work she's done to help Matagorda Regional Medical Center to become a Hospital of Choice in the Houston area.

She is a highly respected healthcare consultant. Each year, Michele is asked to speak at numerous local and national conferences. She is the most requested speaker at the annual Health Care Service Excellence Conference. Plus, the majority of the Breakthrough and Service Summit Awards are given to her client-hospitals. She has earned the Certified Speaking Professional from the National Speakers Association, a designation earned by fewer than 10% of professional speakers worldwide. Other honors include **Iowa Up and Comer** and **Outstanding Young Iowan**.

Michele is appropriately recognized as **"The Attitude Adjuster"** because she has written several books and training resources on the topic, including the best-selling book *Attitude: The Choice is Yours*, the *Activities to Enhance the Good, Bad and Ugly Attitudes* and recently produced a video-based learning program called **ATTITUDE!™ Resolving Difficult Situations in the Workplace**. She has also written the *Strategic Planning Handbook*.

She has provided state and national leadership for the National Speakers Association (NSA) and the Association for Talent Development (ATD). She served on several boards including her alma maters Upper Iowa University and AIB College of Business.



### What clients say about Michele:

- *Loved the group participation and positive energy!*
- *Michele's practical approach meshed well with our group.*
- *Fast-paced, yet very thought-provoking.*
- *FUN - very motivational!*
- *Michele holds us accountable to follow-through on our commitments.*
- *Great engagement!*
- *Michele creates a safe environment to let us address tough subjects without judgment.*
- *We appreciate her ability to ignite change within our culture.*

