

Jeff Tobe

M.Ed, CSP

Implementation Specialist
Global Keynote Speaker
Patient Experience Expert



SPEAKING TOPICS

- ✓ Coloring Outside the Lines: Creating a NEW Patient Experience
- ✓ The Employee Engagement Advantage
- ✓ Culture May Eat Strategy for Lunch but Leadership Sets the Table

MISSION

To help organizations make the leap from SERVICE to EXPERIENCE

PAST CLIENTS

Kansas Hospital Association, Illinois Hospital Association, Alabama Hospital Association, Siemens Healthineers, Bayer, MD Andersen Cancer Clinic, Microsoft, Kraft Foods, PNC Bank, Internal Revenue Service, Project Managers International, Dubai Water Authority, Kenya/Tanzania/ Uganda Entrepreneur's Association(s), Ontario Parks and Recreation

ABOUT ME

Certified Speaking Professional, Jeff Tobe was dubbed by Insider Magazine as "The Guru of Customer/Patient Experience" and readers of Convention & Meetings Magazine chose him as one of the top 15 speakers in North America.

Jeff believes in the power of creativity to manage the change that is inevitable with innovation and to look at the healthcare profession from an entirely new perspective. Jeff is the author of the wildly popular book, **Coloring Outside The Lines** and the co-author of three other best sellers. His newest book (a business parable), **"The Lemonade Stand: Customer Experience Lessons from a 9-year-old Entrepreneur"**, is quickly becoming one of the hottest business books on the market today.

STATS



Has spoken in 53 countries



Has appeared on 3 gameshows
won one of them!



Travels to Maui a lot
location of his first grandchild!