

Heather R. Younger, J.D.

The "Employee Whisperer"™

TEDx Speaker • Author • Podcaster

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 & Speaker -

"Heather was one of the most exciting speakers at the annual Cartepgraph conference. She delivered an impactful message to a packed room that had the entire conference abuzz. She delivered on teaching people how to build employee loyalty in their organizations and the keys to building it. Heather is a dynamic and engaging speaker who commanded the attention of the entire room and left the room wanting more! I would definitely hire her to speak again!"

Nick Kittle

Government Performance and

- Event Attendee -

"Heather is a very engaging, relatable, and compelling speaker. Her presentation provided me with great examples and ideas to apply in my organization. I left the room prepared and ready to start applying what I learned!"

Alison Jeske

HR Manager & Conference Organizer

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:**

Positive Mindset. Positive Behaviors. Positive Results.

This presentation is meant to inspire audiences to think differently about adversity, or what was previously thought of as barriers to success. Heather walks the attendees through a verifiable case study of overcoming adversity. She guides those present to move out of their own way, creating breakthrough thinking and helping to transform mindset and results.

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 key 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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