

NEW AND FEATURED TOPICS 2025

LEE SILBER

- Keynotes and Breakouts
- In-Service Training
- Coaching



SUCCESSION

CUSTOMER SERVICE

PRODUCTIVITY

LEADERSHIP

LEE SILBER PRESENTS

NEXT PERSON UP

Having People Ready to Step Up and Step in When Called On

- Culture.** Permission to try new things. Comfortable being uncomfortable. Recognize and reward. Promote growth. Everyone pulling together. *COMPENSATION: THROUGH*
- Coaching.** Reverse mentoring. Position swapping and job shadowing. Hands-on training and pressure testing. Opportunities to learn and grow. *FINANCIAL: INVESTMENT / OPPORTUNITY*
- Versatility.** Hiring for flexibility. Cross training. Building your depth chart. Bringing in outside help. *KNOWLEDGE: CROSS TRAINING / FLEXIBILITY*
- Systems.** Creating protocols, checklists, how-to videos, and automation to make transitions smoother. Forming consistent ways things are done. *PLANNING: CONSISTENCY / RIGOR*

Lee Silber is the founder of five companies, the author of 25 books (including "The Credit Union Way" and "Next Person Up") and has over 30 years of experience as a professional speaker and author.

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LEE SILBER BRINGS A MEMBER'S PERSPECTIVE

THE CREDIT UNION WAY

Creating an Emotional Connection with Caring and Crazy Good Service

- Show You Care.** Actions that speak louder than words. Little things that make a huge difference. Hire the smile. Listen, learn, and connect. *GENERAL: EMPLOYEES*
- Own It.** Think like an entrepreneur. Miss 9th, fix up. You do you. Brand yourself as a problem solver. Control what you can control. *ATTENTION: IDEAS / MARKET: HUNT*
- Get to Yes.** Outside the box thinking. Next level service. Teaming up to get things done and approved. *EMPLOYMENT: SERVICE*
- Focus on the Why.** The power of purpose. The ripple effect. Rally cries. Get matching. Confidence comes from believing in the credit union way. *THE ART OF: SELLING: IDEAS*

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LEE SILBER PRESENTS

YOU DO YOU

Working With Our Natural Tendencies and Strengths to Increase Efficiency

- Identifying Your Natural Tendencies.** Activities and quizzes to recognize your strengths to be your best in every aspect of your life. *KNOWLEDGE: WHERE: SERVICE*
- Making the Most of Your Strengths.** Using Einstein's Theory of Relativity and other sound advice about your strengths to be your best in every aspect of your life. *STRATEGIES: TECHNIQUES*
- Embracing Your Uniqueness.** Being your authentic self in your superpowers, use it to get out of your own way, get ahead, brand yourself before someone else does. *KNOWLEDGE: YOUR: PERSONALITY*
- Techniques For Each Work Style.** Tips on organizing, planning, communicating, time management, and other important areas. *TECHNIQUES: WORKING: STYLES*

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LEE SILBER ON LEADERSHIP

LEAD WITH HAPPINESS

Be the Kind of Leader You Would Want to Follow

- Lead by Example.** What you put out you get back. Words and actions that matter. Creating the vision. Connecting the why. Enjoying the job. *KNOWLEDGE: LEADERSHIP*
- Show You Care.** Acts of kindness. Picking up. Sharing the glory, vision, wealth and resources. Involve, trust, train, listen, and know your people. *KNOWLEDGE: MANAGEMENT*
- Pull People Up.** Help others help themselves. Praise in public, correct in private. Focus on strengths. Show respect, appreciation, gratitude. *KNOWLEDGE: LEADERSHIP*

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CAREER

GENERATIONS

INNOVATION

LEE SILBER PRESENTS

IT IS WHO YOU KNOW

New and Creative Ways to Expand Your Contacts and Sphere of Influence

- Mastering The Art of the Meet and Mingle.** Overcoming your fear of strangers. Things to say to talk to anyone, anywhere, any time. The secret to being a good conversationalist. *KNOWLEDGE: NEW: PEOPLE*
- Winning People Over The Right Way.** Calling what you can give, not what you can get. Ways to be of service. Tips for being both personable and professional. *KNOWLEDGE: TRUST*
- Finding Your "Kevin Bacon" and Other Shortcuts.** How to have others reach out to you. Making yourself more memorable. Social media tips and tricks. *KNOWLEDGE: YOUR: CONTACTS*
- Using Strengths and Tendencies to Stay in Touch.** Networking for introverts. Creative ways to follow up and stay in touch. *KNOWLEDGE: REACHING: OUT*

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LEE SILBER PRESENTS

GENERATION WE

Understanding Our Differences and Commonalities to Work Better Together

- Gen X, Y, Z.** What shaped our three largest generations and what makes each one unique. How to best work with, for, lead, and manage each age group. *THE ART OF: GENERATIONS*
- Boomers and Beyond.** Getting the most from the most experienced generations. Learn and understand why they are the way they are. *KNOWLEDGE: BOOMERS*
- What All Generations Have in Common.** Tips and techniques for finding common ground when working with all age groups. *KNOWLEDGE: GENERATIONS*
- Gender, Geography, and Other Factors.** Using tendencies, preferences, thinking styles, strengths and limitations to position people to succeed. *KNOWLEDGE: FACTORS*

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LEE SILBER IS "THE WILD IDEA GUY"

WILD IDEAS AT WORK

Empowering People to be Problem Solvers and Get Good Ideas From The Bottom Up.

- Idea Men Or Us.** Generating new ideas. Building trust and confidence in our ideas. Developing a solution oriented mindset. *KNOWLEDGE: NEW: IDEAS*
- You, Inc.** Taking ownership of our jobs. The power of compound improvement. Idea journals. Finding our inner MacGyver. *KNOWLEDGE: CREATIVITY: PROBLEM: SOLVING*
- Proof Positive.** Testing. Finding flaws. Informal focus groups. Prototyping. Brainstorming. Naming. Proving ideas will work. *KNOWLEDGE: TESTING*
- Take It To The Streets.** Team up. Know Your Numbers. Tell a Story. Sell The Benefits. Practice and Perfect Your Pitch. *THE ART OF: SELLING: IDEAS*

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Lee Silber has over 30 years of experience as a professional speaker and is known for his ability to bring topics to life with customization, humor, audience participation and interaction. Silber is also the author of 25 books and the host of a popular podcast.

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OTHER TOPICS: "The Power of Music" (ENTERTAINMENT); "Business Runs on Love" (BUSINESS); "Goalology" A New and Better Way to Plan Your Year (PLANNING).

LEESILBER.COM/TOPICS

