



KEYNOTE 1

# How to Create a Culture of Listening

This keynote distills down 12 years of Heather's experience reviewing 25,000 employee engagement survey comments into actionable insights that have been proven to lead to better engagement, better customer satisfaction, higher revenue, lower turnover, and brand loyalty.



## This program is perfect for leaders:

- ✓ Seeking to understand employees, prospects, or customers to better meet their needs
- ✓ Working to improve the culture at work to ensure everyone feels heard, valued, and appreciated
- ✓ Supporting others at work to become more engaged, motivated, and productive

## The audience will leave with:

- ✓ The one success characteristic they need to reach their goals and create win-win scenarios at work
- ✓ An inspired understanding of how to practice active listening with those who look to them for guidance
- ✓ A listening process that will unlock valuable insights and deliver desired outcomes



Heather R Younger ranks as one of the *very best* speakers and thought leaders ever encountered on DEI initiatives.

*At Xerox's Diversity, Inclusion and Belonging 'All of Us Together' event, she delivered a dynamic and engaging presentation on the topic of intersectionality as the keynote speaker. Heather shared the importance of whole self-leadership, and how to use intersectionality to make connection points that help strengthen our culture."*

YETTA TOLIVER | Global Head of Diversity, Inclusion and Belonging, Xerox