



## **MOVING ORGANIZATIONS WHERE THEY NEED TO BE, FROM WHERE YOU ARE**

Ray Anderson, who founded American Business Concepts in 1993 as a management advisory service, combines motivational speaking with hands on exercises. His purpose is demonstrate that all of us have the power to improve organizations where ever we are in it. As

opposed to consultants, who recommend changes, our advisors roll up their sleeves to implement changes that will improve the organization at the strategic, function and task level. In summary, he will briefly explain how you can get buy in for your ideas on:

- Profitable growth
- Customer focus
- Employee alignment, and
- Process improvement

In our client setting, we do this through an integrated, systematic approach that helps companies focus upon four key success factors: their PEOPLE, their PLANS, their PROCESSES and their PLAYERS -- *Customers*.

We help you and your staff, from stakeholders to frontline workers, understand their businesses through their customers' eyes, from the outside-in and then help them fix-it from the inside-out. This approach insures the company and employees are aligned with their customers and the marketplace. Each step in our process is designed to help you think strategically, focus sharply and act quickly.

### **About Ray Anderson**

Since 1982, Ray Anderson has been teaching companies to get their people right if they wanted to get their business right. He has developed and implemented coaching, leadership, team building, time management, and customer service skills for nearly 2000 people for clients ranging from Fortune 500 American International Group to individual coaching for start-up entrepreneurs. Ray attributes development of his people skills to hard knocks and trying to keep the most important customers of his life satisfied: Kathleen, his wife and 4 teenagers; Justin 19, Matthew 17, Kyle 14 and Kariana 13