

Justin Herald

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Business and Customer Experience Speaker

Justin will *Motivate, Captivate and Activate* your audience

Like you, Justin understands the need to perform at a greater level every day. Attitude is more important than ever. Attitude towards business success, Attitude towards the workplace, Attitude towards their team, and Attitude towards customers.

- **So how do you create a culture for growth?**
- **How do you get your teams performing at a greater level?**
- **How do you get your customers to become your greatest sales force?**

These are the questions that Justin will answer for you and your audience.





You can chose from a 15 minute impactful presentation through to 90 minute keynotes.

Justin will create the perfect fitting content for your event from his extensive amount of stories, proven techniques and ideas. Justin will not only have an impact to your event that will leave the audience wanting more, but also have them raving about how amazing it was.



Justin's ability to take the audience on a journey is second to none and not only will he have your audience in fits of laughter, but they will also walk away with new ways to take things to the next level. His content has been tried, tested and proven and his common sense approach will be a huge hit!



Justin has spoken in front of hundreds of thousands around the globe for the last 18 years and is known for taking his last \$50 and turning it into a multimillion-dollar Brand. His out of the box thinking and common-sense approach is one thing audiences love and rave about. Practical, useful, and down to earth content is what you will get with Justin's presentations.

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Keynote

Justin will work with you to create the perfect keynote for your conference or event.

It's all about Attitude

This is a fun filled yet highly practical keynote that is extremely applicable for what businesses have had to go through over the last few years. This keynote centres itself around how Justin took his last \$50 and turned it into a Global brand in just 6 years. This was at a time when the internet had not really become “a thing”, when social media was not even a thought bubble, and when old school relationship building was the cornerstone of business success. This is all about “old school is the new way”.

This Keynote is all about resilience, adaptability and simplicity being the keys right now.



■ 2022 – The Year of The Customer Creating a Competitive Edge.

Customers / Clients are crying out for engagement, entertainment, experiences and connection. This keynote will show the audience that if they apply the “6 Non- Negotiables” that Justin will talk about, they then will create raving fans out of their customers and clients who will spend more, refer more and stay loyal longer.

Understanding the customers / clients journey and what they go through to do business with any business will unlock a greater level of success with those customers.

This keynote is perfect for an audience to see that “customer service” is more than a department of a throw away statement, it is an Attitude!



■ Interactive Workshops

Continue the foundation that Justin has created from his keynotes with a fully interactive workshop. Workshops can go from 2 hours up to full day events.

Justin is also the Managing Director of Customer Culture, one of Australia's leading customer service / engagement training companies. The "customers First" workshop is a valued asset to any business who has customer interaction.





"Justin is the best speaker we have ever had for any of our conferences. His content, delivery style and messages rang plenty of bells and enabled us to end the conference on a high note. Thank you for making it such a success".

Alex Stevens, CEO-PepsiCo



"Justin Herald's ability to connect with people at all stages of life and from all walks of life is exceptional. I have never seen our management group so unanimous about anything before. They all loved it!"

Vince Abelardo, General Manager Operations
Vision Group Australia



"The facts speak for themselves. Ninety seven percent of the audience who provided feedback rated you either 'very good' or 'outstanding'. Quotes such as, 'excellent, a true inspiration', 'the best speaker I have ever heard', 'the best start to any day' really made our event.

Cr Peter, Houston Redcliffe City Council



"Thank you for such a significant contribution at the Roche Conference. Your ability to read the audience meant that you pitched your communications appropriately. You said it as you see it which made the audience sit up and take notice. The feedback we have received so far has been fantastic.

We would be more than happy to recommend you to any organisation who is seeking an impactful, thought provoking and meaningful speaker.

Judith Love, Marketing Manager, Roche



Justin is an inspirational individual. He has achieved incredible goals that he has set for himself. He imparted his knowledge and proven skill to educate our conference attendees on values, customer expectations, and that when we apply the "Non-Negotiables" to our day to day interactions with our customers, the business will grow.

Justin has a unique ability of pitching his message to his audience and therefore achieving the most effective outcome. The audience certainly finished the conference on a high. Justin's message certainly made an impact on our audience, and I would highly recommend him as a speaker at any function.

Philip Candler, Manager Direct Operations
Riviera



"We gave Justin a challenge... he was presenting to the southern hemispheres top performing academics achievers. If you ever wanted an analytical, critique oriented, fact-based audience – well he got one!
Within 5 minutes of Justin beginning his speech on lessons learnt from a fish, he had the audience in the palm of his hand.

His presentation is not only informative, entertaining (as only Justin can be) but enlightening. He takes you through this amazing journey filled with humour, imparting wisdom and leaves you filled with energy."

Kriti Colless, Managing Director
Golden Key International Honour Society

Who Justin Has Worked With



Mercedes-Benz





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