

Terry Clancy

Speaker • Author • Trainer

Owner of Clancy Seminar Services



Terry Clancy has over 20 years experience in public speaking and training. In addition, he is an author contributing his ideas to the upcoming book "Mastering the Art of Success". Specializing in how Ethics can increase sales and markedly improve customer service in the insurance industry, for corporations, and associations, Terry has instructed thousands of professionals during his career.

Terry is the owner of Clancy Seminar Services, (CSS). CSS offers several different seminar series, which include:

- *The Firm Foundation Seminar Series which is designed to provide ongoing employee development training.*
- *The Small Business Boot Camp, which is targeted to those individuals wishing to start a business or those who have a business and need assistance taking it to the next level.*
- *Continuing Education Classes for Insurance Professionals.*

With the ability to infuse humor into his presentations, Terry's trainings are not only informative, but also entertaining.

“On a 1 – 10 scale, I give Terry an 11!

Jose – State Farm Insurance, Dallas, TX”

The following four topics can be presented as a keynote or a workshop and can be expanded to half and full day trainings.

▶ “How to Maintain Ethics in a Down Economy.”

How do successful companies deal with the increased possibility of unethical behavior by their employees and still remain profitable?

Attendees will learn the following:

- The Difference between Ethics, Morality and Legality.
- Why do people act unethically?
- The perils and rewards of Ethical behavior.

▶ “How Companies Can Make and Save Money Through Ethics.”

What can a company do to ensure their best chances for success? The answer lies in Ethics.

Attendees will learn the following:

- Why what's Legal is not always Ethical.
- The importance of public perception.
- How good Ethics will positively affect your bottom line.

▶ “Achieving Exceptional Customer Service Through Ethics.”

How do you deliver a great customer service experience every time?

Attendees will learn the following:

- Why the “Golden Rule” doesn't always work.
- Public perception IS reality.
- How to get customers actively promoting your company.

▶ “How Ethics Can Increase Your Bottom Line.”

How much easier would your job be if customers looked forward to buying from you and referred tons of new clients to you?

Attendees will learn the following:

- How Ethical behavior builds trust.
- How to avoid the pitfalls of unethical behavior.
- Employing Ethical behavior to increase sales.

www.terryclancy.com

Clancy Seminar Services

2814 Cameron Road • Falls Church, VA 22042-2047 • 703-298-9991

What Others Are Saying About Terry Clancy...

"Great Speaker! I look forward to hearing him again"

Ruth – Liberty Mutual, Neenah, WI

"Great presentation – clear and precise."

Harold – Chubb Personal Insurance, New Brunswick, NJ

"Terry was Great! – Sessions on ethics are usually boring, but this is a first. He was great... he makes learning fun. Excellent Job!"

Sandra – Nationwide, Lancaster, PA

"My boss made me go to this ethics training. I was not looking forward to it, but Terry is very knowledgeable and kept me interested the entire time. I learned a lot that will help me in my career and my personal life."

Colin - Allstate, Denver, CO

"As the National Director of the Training Department for an insurance restoration contractor, I've seen many trainers. Terry Clancy was definitely the best. With the highest review scores of any trainer, Terry is in constant demand around the country."

Patrick O'Connor, National Director of Training

Paul Davis Restoration, Inc., Jacksonville, FL

The Firm Foundation Seminar Series by CSS

The Firm Foundation Seminar/Webinar Series is a 12-month series of seminars/webinars dedicated to providing on-going education to professionals wishing to develop techniques to increase their business skills.

Clancy Seminar Services provides an opportunity for professionals to sharpen their skill sets, learn how to work with new challenges, and to develop techniques and tools to increase productivity. This monthly seminar series helps the business professional build a firm foundation for continued growth.

The Firm Foundation Seminar/Webinar Series is perfect for CEO's, management personnel, management trainees, entrepreneurs, association and government employees and more.

Subjects covered:

- ▶ **The Role of Trust**
- ▶ **The Power of Persuasion**
- ▶ **High Payoff Hiring**
- ▶ **Diversity**
- ▶ **Customer Service**
- ▶ **Effective Supervisory Skills**
- ▶ **Change Management**
- ▶ **Conflict Management**
- ▶ **Principles of High Performance**

Due for release in March 2011, ***"Mastering the Art of Success"*** features my ideas on how Ethical Behavior will positively affect your company's bottom line, make for a phenomenal customer service experience, and will enhance your personal life.

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