



**Stephanie Dollschnieder** is the founder and CEO of UpSwing Performance Improvement, Inc., an organization development consulting company. She performs a variety of interventions including consultation, executive coaching, keynote speaking, workshops, and group intensives.

Ms. Dollschnieder is the author of the book ***Contact, Care, COMMUNICATE—How Interpersonal Skills Are the Foundation of Genuine Customer Service***. Her energetic and skillful delivery is highly sought after in corporate settings, academia, and with the military as well.

For over 10 years, she has been a keynote speaker at regional and national conferences for both large and small firms within the financial services industry. She has provided consultation in strategic and succession planning for several of these firms. Ms. Dollschnieder recently spent a year and a half embedded in the Learning & Development organization of a large privately held financial services partnership, where she acquired some additional, first-hand insights into the industry. Familiar with the development and focus of high performers, Ms. Dollschnieder provides training seminars for regional teams around presentation skills, customer service, and the psychology of client generation and retention.

She began working with large energy producers and distributors in 2000, and has been instrumental in the design, development, facilitation and project management of highly successful customer services initiatives for these entities as they address the challenges and politics of the energy industry. These initiatives have brought accolades to companies for which she has worked including JD Powers & Associates Award for *An Outstanding Customer Service Experience*; and multi-year notable increases in American Customer Satisfaction Index® scores.

Ms. Dollschnieder has accumulated years of experience, research, and expertise with energy generation and distribution firms. Externally, she has participated in ride-alongs with service people and direct customer interface. Internally, she has consulted extensively with senior and executive leadership on development of customer focus strategic initiatives. Her emphasis on interpersonal communication skills and clear credibility with both field operations workers and management teams have allowed her to create meaningful training interventions with wildly successful learning impact. For these reasons, she is widely regarded as a “heavy-hitter” in the field of customer service and is frequently called upon for consultation and keynote presentations on the topic.

Ms. Dollschnieder graduated with a B.A. in Romance Languages from the University of Missouri in Columbia, and earned her M.A. in Communications Management from the Annenberg School for Communication & Journalism at the University of Southern California.

She is bilingual (French/English) and has conducted cultural diversity seminars for the U.S. Government, and several large petrochemical, manufacturing and telecommunications companies. Additionally, Ms. Dollschnieder has conducted community relations workshops for Americans in Europe. Her business has served clients in the US, Canada, Europe, and the Middle-East. Ms. Dollschnieder is a certified Prosci Change Management Practitioner; a certified MBTI™ Practitioner; and a certified Franklin Covey facilitator.

Earlier in her career, Ms. Dollschnieder held a number of high-level management positions for the Sales, HR/OD, and Communications organizations in the telecommunications industry. Positions included: Communications Specialist; Advanced Sales Trainer; Director of Training; and Regional Market Manager-Major Accounts for Southern California.

As the Director of Training, responsibilities included performing corporate training needs analyses; managing leadership development; establishing job-specific curricula; and managing two regional Instructional Design and Training Delivery staffs.

As the Market Manager for Major Accounts, responsibilities included being the corporate liaison with eight diverse ethnic populations, and providing market intelligence for the Southern California region, including recommendations on product, pricing strategies, and promotional concepts.

Ms. Dollschnieder’s passion for developing people has taken her around the globe. She is grateful for the many opportunities she has had to help people grow--and to grow with them.