

# Stephanie Dollschnieder

CEO • Author • Speaker • Coach • Consultant

Ms. Dollschnieder is a published expert on communication and customer service. She is the author of **Contact, Care, Communicate: How Interpersonal Skills are the Foundation of Genuine Customer Service** and founder of UpSwing Performance Improvement.

## Popular Presentation Topics Include:

- Leadership
- Supervisory Skills
- Communication Skills
- Gender Communication
- Intergenerational Communication
- Intercultural Communication
- The Attitude-Creativity Connection
- Change Leadership
- Motivation
- Customer Service
- Cultivating Influence
- Managing Your Most Valuable Resource
- The Twenty-Something Generation
- Understanding the Perceptual Process

## She makes a masterpiece of your message.

Whether you are looking for a speaker to present to a group of ten or a thousand, Stephanie brings a dynamic, articulate and engaging style that will leave your audience remembering and discussing the message long after the presentation is concluded.

Contact, Care,  
COMMUNICATE

How Interpersonal Skills  
Are the Foundation of  
Genuine Customer Service

Stephanie Dollschnieder

"Stephanie tailored the program exactly as requested. It was perfect."

Scott Burnett  
Regional Vice President  
Jackson National Life

# Stephanie Dollschnieder

is the founder and CEO of UpSwing Performance Improvement, Inc., an organization development consulting company.

**Her energetic and skillful delivery is highly sought after in corporate settings, academia, and in the military.**

For over 10 years, Ms. Dollschnieder 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 additional, first-hand insights into the industry.

**BOOK YOUR SPEAKING  
ENGAGEMENT TODAY!**

636-230-5773



s.doll@upswingpi.com



www.UpSwingPi.com



14373 Manchester Rd #738  
Manchester, MO 63911



Ms. Dollschnieder 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 Power & Associates Award for An Outstanding Customer Service Experience**; and multi-year notable increases in *American Customer Satisfaction Index*® scores.

