

branded customer service

Barlow and Stewart break new ground in bringing together the dynamics of customer service with the intricate emotional connections a great brand engenders.

—Kevin Roberts, CEO Worldwide, Saatchi & Saatchi



Janelle Barlow, Ph.D.



Janelle Barlow, Ph.D., is president of TMI US, a partner with Time Manager International, a multinational training and consulting group.

Janelle is coauthor with Claus Møller of the best-selling business book *A Complaint Is a Gift: Using Customer Feedback as a Strategic Tool*, published by Berrett-Koehler. She is also coauthor of *Emotional Value: Building Strong Relationships with Customers*, and *Smart Videoconferencing: New Habits for Virtual Meetings*, both published by Berrett-Koehler. Her book *The Stress Manager* is used in the popular TMI course by the same name. She also developed a management training program, *Creativity Power: Unbind Your Mind*, which uses 365 skill-building mental aerobic exercises called mind flexors.

Her doctorate was earned at the University of California at Berkeley, where she studied both political science and education. She has two master's degrees, one in international relations and another in psychology. She is a licensed marriage and family therapist. Janelle is married and has a son.

Twice awarded the prestigious International Trainer of the Year award by Time Manager International, Janelle works with and looks at brand images in exotic locations such as Croatia, India, Poland, China, Peru, Portugal, Puerto Rico, and Papua New Guinea. She earned the designation of Certified Speaking Professional offered by the National Speakers Association, on whose national board Janelle is an elected member.

Prior to joining TMI, she was the founder of an educational corporation that produced major personal development rallies for thousands of people. While in her twenties, she lived in Taiwan for three years, where she developed a particularly keen sense of diverse ideas and approaches to management.

As a keynote speaker, consultant, and seminar leader, she draws upon her broad educational background and practical management experience. Over 100,000 people from all continents have participated in and been charmed by Janelle's training programs and speeches.

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Paul Stewart

Paul Stewart is a director of TMI New Zealand, partner in the international consulting and training company Time Manager International.

He studied economics and psychology at the University of Otago (New Zealand) and graduated with a bachelor of arts, first class honors. In his twenties he rose rapidly to the position of chief economist for the ANZ Banking Group (NZ), one of Australasia's leading banks, and became renowned as a leading business and economic commentator. In 1998, he was chairman of the Economics Committee of the New Zealand Bankers Association and was a member of the Government's Consumer Price Inflation review committee.

His growing passion for effective application of business strategy led him into the field of corporate strategy, brand development, and organizational effectiveness. Described as an outstanding leader at an individual, team, and company level, he has a rare ability to work with all levels of organizations, from boards and executives to operations teams and employees. As a senior executive, he managed complex corporate projects covering integrated brand development, merger communications, and cultural integration. During this time, he led teams that won awards for best corporate strategy and B2B Web sites and developed world-class brand strategies.

In 2002, he joined TMI New Zealand as a full-time executive and consultant and now works with a range of leading organizations on strategic initiatives around cultural transformation, integrated brand development, service delivery, emotional intelligence, and employee communications. He coaches and mentors emerging executives.

As a speaking professional and member of the National Speakers Association of New Zealand, Paul is a widely sought-after speaker on organizational development and business strategy. He was a founding board member of a regional economic development trust and is a director of a leading-edge think tank, the Future of People and Organizations.

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