



# Nancy Cramer

LEADERSHIP CONSULTANT

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## ABOUT NANCY

Nancy Cramer is the founder of Correct Course Consulting, a firm that helps leaders and their teams manage their emotions, so they think more clearly, make better decisions, and take on bigger, bolder projects.

## CONTACT

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## AS SEEN IN:

- US News and World Report
- Inc. Magazine
- American Express Online Open Forum
- National Enquirer
- and others

## NOTED AUTHORITY

- Leadership
- Sales
- Customer Service
- Licensed Trainer Neuro Linguistic Programming



## SPEECHES AND WORKSHOPS

- Snap Out of It: Leaders and Self-Control
- Convince Me: Selling and negotiating with grace and class
- Light Up Your Customers: Serving your customers phenomenally
- Fun with NLP: Get a bird's eye view on utterly different ways to lead

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## SNAP OUT OF IT:

### LEADERS AND SELF-CONTROL

In this session, seasoned and emerging leaders learn the importance of maintaining an empowering state, so they can:

- think more clearly
- make better decisions
- go after bigger, bolder projects.

With seasoned leaders, goals are high, persuading others is mandatory, change is constant, and improvement a must. Smart, driven people see value in being at their personal best continually. Here they learn advanced skills to refine their emotional control.

Emerging leaders are the rookie players. Performance measurements are higher. Persuasion is more refined. Like a star athlete going from college ball to the major leagues, these rookie leaders face competition unlike anything they've seen before. In this session they will hone their inner skills as well as their interpersonal skills.

- Find the kinds of emotional states that work best
- Learn ways of accessing those states seamlessly.
- Get un-stumped
- Respond appropriately

"Be the kind of leader that the people you want, want."

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- Nancy Cramer

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## CONVINCE ME:

### SELLING AND NEGOTIATING WITH GRACE AND CLASS

In this session, seasoned and emerging sales leaders learn the importance of self-control, so they can:

- Keep their head in the game
- Say the right things at the right time
- Exceed expectations of colleagues, clients, and other constituents.

With seasoned sales leaders, goals are high, persuading others is mandatory, change is constant, and improvement a must. Smart, driven people see value in being at their personal best continually. Here they learn advanced skills to refine their emotional control.

Emerging leaders are the rookie players. Performance measurements are higher. Persuasion is more refined. Like a star athlete going from college ball to the major leagues, these rookie leaders face competition unlike anything they've seen before. In this session they will hone their inner skills as well as their interpersonal skills.

- Find the kinds of emotional states that work best
- Learn ways of accessing those states seamlessly.
- Respond confidently
- Win more often

"Walk in like you own the place, even if you don't."

- Nancy Cramer

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## Light Up Your Customers:

### SERVING YOUR CUSTOMERS PHENOMENALLY

In this session, customer-facing teams learn the importance of controlling their emotions, so they can:

- stay calm under pressure
- exceed client expectations
- Light up your customer's day!

With changing demographics and customer expectations, maintaining client loyalty is a greater challenge than ever before. In this session, learn:

- \* Why serving customers is so important
- \* What is really meant by Customer Service
- \* How to find the emotional states that work best
- \* Ways of accessing those states seamlessly
- \* Subtle cues that let you know you are connecting with people
- \* Proven strategies for leading people out of challenging situations
- \* Future opportunities for more discovery

"How you see the world determines how you respond."  
- Nancy Cramer

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## Fun with NLP:

### GET A BIRD'S EYE VIEW ON UTTERLY DIFFERENT WAYS TO SHARPEN THE TACK

Bring your curiosity, adventuresome spirit, and desire to learn pragmatic new skills that may just change you for the better. In this session, we will introduce:

- \* How human neurology receives and processes experiences
- \* The ways language is used to code, order, and give meaning
- \* The communication patterns designed to achieve specific, desired results.

More and more we are working and living near people who are not like us. We need to be able to rapidly adapt to our changing environment and live within the global community.

- Understand the universal structure of behavior
- Organize perceptions and information in more useful ways
- Achieve results that were once inconceivable

"You have everything you need to get what you want.  
You just need to find it.."

- Nancy Cramer

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## Being Happy is not a Noun:

**EVERYONE TELLS YOU TO FIND HAPPINESS.  
NO ONE TELLS YOU HOW...UNTIL NOW**

Happy is not a noun. People talk about happiness as though it is a destination. Writers publish books to tell you why it is important. What they are missing is *how* to be happy. In this session, you will learn:

- \* What philosophers say about Happiness...  
(spoiler alert: it's not what you think)
- \* What it is to be happy
- \* How you make emotions
- \* How to radiate joy and contentment
- .

Too many people live in quiet desperation unnecessarily.

- Relentlessly pursue goodness
- Find contentment no matter the circumstances
- Be happy for no apparent reason

"Living happily isn't a talent. It's a skill." - Nancy Cramer

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## HOW TO ENGAGE NANCY

- Keynote Speeches
- One-on-one Coaching
- Group Coaching
- Organizational Consulting
- Workshops
- NLP Practitioner Public Training
- NLP Practitioner Training - Customized

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