



**Northwest Chapter Ohio Credit Union League
2010 SUMMIT**

**September 16, 2010
Holiday Inn French Quarter
Mini-Convention Keynote Speaker**

**RORY ROWLAND
"WOW The Member"**

RORY ROWLAND



Rory Rowland is a business consultant and dynamic seminar leader specializing in programs on social media, technology, leadership and communications skills. After serving as president of two credit unions and earning his CCUE (Certified Credit Union Executive), Rory began using his communication skills and specialized background in credit unions to help others in the credit union movement to be more effective.

Rory Rowland aka "The Top 100 Guy" presents his high energy, fun, and entertaining program so you walk away energized, entertained and focused. Rory has presented energetic and humorous programs in all 50 United States as well as Canada and Mexico over the past 10 years. He is one of the highest rated speakers at national and state association conferences all over North America.

As noted, Rory has been the president of two credit unions. He has an MBA in Finance from the University of Missouri - Kansas City, and a BS degree in Economics from Central Missouri State University. Rory, his wife and 4 children, live in Independence.

WOW The Member

Wow'em, Keep'em and Service'em

- ◆ What are the keys to WOW service?
- ◆ Hear stories of great service that will inspire you!
- ◆ Discover how to measure your service success rate - ignore this at your own peril.
- ◆ Learn 3 simple strategies you can use to increase your "Wow Factor".
- ◆ How to create a wow service culture: an easy and effective method, so simple you will kick yourself for not using it earlier.