



## Ann Phillips

With more than 20 years of diverse business experience coupled with her knowledge, enthusiasm, and understanding of organization dynamics, Ann Phillips, a Senior Consulting Partner for The Ken Blanchard Companies®, creates powerful and positive changes in organizations. A sought-after trainer, consultant, and speaker, she is commonly described as competent, energetic, fun, and passionate. Ann weaves a myriad of entertaining, humorous, and inspiring anecdotes into her face-to-face and virtual presentations.

Ann brings practical, real-life experiences to her client engagements and connects easily with all levels of management due to her extensive background. She has trained and consulted in the public and private sectors, including retail, pharmaceuticals, finance, leisure, manufacturing, government, education, and nonprofit groups. Ann's expertise is in customer service, leadership development, team development, organization change and transformation, and productivity improvement. She has made a positive impact on organizations in the United States and other countries in North America, Europe, Asia, Africa, and Australia.

Prior to her career with Blanchard®, Ann held several consulting and management positions at one of the nation's largest human service organizations. As director of staff development, programming, and outreach, Ann implemented new training solutions, organized interdepartmental initiatives, oversaw regulatory compliance, and spearheaded completely new departments. Ann was also a consultant at a nonprofit organization, providing the necessary tools to leaders and individual contributors for long-lasting, positive development in leadership, team building, organization change, and customer service.

Ann received her bachelor's degree in recreation administration from the University of the Pacific and her master's degree in management, with an emphasis in organizational change and transformation, from John F. Kennedy University. She is highly knowledgeable in Blanchard's core products, including SLII®, Self Leadership, Team Leadership, Legendary Service®, Leading People Through Change®, Raving Fans®, and Gung Ho!®. Ann also teaches an organization leadership course online and in the classroom for Brandman University, part of the Chapman University system in California.

Ann enjoys traveling, volunteering, fitness, and reading.

### Testimonials

*"Ann's presentation was beyond our expectations. She rocked the room! Her stories were so good, and her message left us feeling empowered."*

*—Sheila McDonnell*