



# CAPITOL CITY SPEAKERS BUREAU

*We help you thrill your audience!*

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## Laurie Guest, CSP

Travels from: **Illinois**

Fee Range: **\$2,500 - \$5,000**

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Laurie Guest, CSP, has over 24 years of healthcare experience serving both a privately owned medical facility and a community hospital system. During her administrative career she helped a multi-million dollar medical center become a regional leader of ophthalmic surgery.

Because of her experience with direct patient care, Laurie understands the challenges of working in a stressful, fast-paced environment. Her passion for patients and practical approach to connecting with others is what makes Laurie a favorite speaker among healthcare audiences.

Laurie is a member of the National Speakers Association and is a Certified Speaking Professional, a designation held by less than 10% of speakers worldwide. To earn this distinguished honor, Laurie speaks to thousands of people each year and consistently receives near perfect ratings.

Laurie's ability to blend real-life examples with proven action steps, is the reason over three-quarters of her clients ask for an encore appearance.

### *Most Requested Healthcare Programs...*

- Life in the Espresso Lane of Nursing: Personal Leadership in Fast-paced World
- Managing the Red Carpet: A Showbusiness Guide to Customer Service in Healthcare
- Communication Restoration: Rehab Your Words
- Are We Having Fun Yet? : How to Shake Your Attitude in the Workplace

### *Praise...*

- ❖ "Laurie was incredibly skilled and accurate in her observations and examples. Her program was a tremendous success." -- *Sue Kaufman, Illinois Hospital Association*
- ❖ "Laurie bring a unique approach with enthusiasm, examples of group's daily challenges and provide workable solutions. The staff were reflective of their role in the our organization after hearing her speak on customer service." -- *Mary Jane Munley, COO for M&M Orthopaedics*
- ❖ "Ms. Guest understands medical economics, interpersonal relations, and market forces. She is a great innovator and speaker with ethics that are beyond reproach." -- *Steven Tichy, MD*