

LB LYNN BAKER

PROFESSIONAL SPEAKER & EXECUTIVE SPEAKER COACH

EXECUTIVE SPEAKER COACH

TESTIMONIALS



STANDARD BANK NAMIBIA – LEADERSHIP CONFERENCE – JANUARY 2018

Lynn delivered a riveting keynote speech with relevant and thought provoking content. She drew in the audience and had them locked in for the full duration of the address.

QUINEN POTGIETER – MARKETING MANAGER – STANDARD BANK LEADERSHIP CONFERENCE, NAMIBIA – FEB 2018

It was clear from the start that Lynn Baker is a professional Keynote speaker with the passion, expertise and experience in driving Customer Experience. She built immediate rapport with the group and connected with them, whilst taking them on 'The Journey'. The use of humour and real case scenarios kept the audience interested and focused.

The Customer Journey Mapping workshop was key in the transition from taking it from concept to understanding, allowing delegates to practically apply CX in their roles / teams.

The 'WOW' moments were evident whilst completing the map with informative discussion, brainstorming ideas and coming up with solutions. They worked well together in their particular groups exploring the map on Consumer & Corporate Client level.

MARETHA DE VILLIERS – COMPUSCAN ACADEMY – CALL CENTRE CONFERENCE - 23rd JANUARY 2018

- “I really enjoyed Lynn’s talk- I was very inspired.”
- “A total winner. Such an inspiration. It was short, sweet, simple, yet FREAKING DYNAMIC!”
- “Loved Lynn’s talk, customer experience is the only way to go for the future!
- “I enjoyed and think most people could relate due to the nature of our business and the way we have to change things in our day to day work environment.”
- “What an inspiration!!!”
- “Great, inspiring talk to end off the week and provided some insights on how to implement what was discussed at the start of the week.”
- “The talk was both inspirational and motivational and opened up better avenues to paying attention to the finer details of ultimate consumer satisfaction”
- “Very well done and informative. Good”
- “I enjoyed the talk as it brought a balance to the knowledge we attain (product knowledge) and the interaction we have with our customers and ensuring excellent customer service and experience.

“Nedbank Insurance recently invited Lynn to address the top Management team at a strategy session. The brief was very extensive; we wanted as much insight as possible into the world of Customer Experience and we needed to understand who is getting it right both internationally and locally, across multiple industries. We were particularly interested to know what insurance companies are doing in response to ever-changing consumer needs and what we could do to become world class providers of Customer Experience.

Lynn grabbed the opportunity and clearly landed the CX message we needed to hear. We were very grateful for the research she had done into our industry and the insights shared. Lynn’s presentation was on point and culminated in much debate and food for thought for the duration of our strategy session”.

CLAIRE ANDERSEN

Marketing Manager: Brand and Events | Nedbank Insurance | Nedbank Group

October 2017

Lynn, the feedback from your 'Customer Experience – The Key to Competitive Differentiation' presentation at the XL Travel Conference recently has been incredible and there are very many management delegates still waxing lyrical about your session.

Not many Speakers in this world, if any, can say they were interrupted by a high profile figure like Pravin Gordhan and still came back to get gushing compliments regarding their address.

Thank you for your understanding around the Ministers arrival and for accommodating him so graciously....I believe it was the best way to tackle it and we achieved the best outcome possible.

Grateful thanks and kindest regards,

NIGEL KING

Strategic Development Manager – XL Travel Head Office

October 2017

Everybody enjoyed Lynn's 'Customer Experience' presentation and found it engaging; to the point that some delegates remarked that they lost track of time.

The topic was timely and the material presented was spot on. Thank you for a memorable presentation!

AIG INSURANCE - OCTOBER 2016

Thank you for your 'awesome' talk on Beyond Service to driving Customer Experience at Marketing Indaba In Cape Town.



Everyone was really impressed with Lynn Baker's presentation. I received good feedback from all the delegates and one person in particular told me they could not wait to receive your presentation notes.

VAAL UNIVERSITY OF TECHNOLOGY - SEPTEMBER 2016

