

Leadership Lessons Through the Lens of Laughter™

Randy Morgan CSP is the CEO (Chief Exploration Officer) of Red Shoe Solutions LLC a full service training, consulting and association management company that has served members in more than 40 countries around the world. Randy's inspiring keynote presentations earned him the coveted recognition of Certified Speaking Professional a designation earned by less than 10% of the international Federation of Speakers worldwide.



The most important leadership skills are not in managing people or projects, but in managing attention. We are not trapped by positions, conditions, or others, but by ideas. These are often ideas we hold dearly. Instead of seeing them as traps we find identity in the comfort of their predictability. This identity then becomes part of our story, our boundaries, the "why" that makes sense of us. These are not head skills but heart skills, and where our heart goes the rest will follow. We live in a culture that feeds on need and the needy are an unhappy lot. The good news is the process of undoing the "the habit of unhappiness" reaps unimaginable benefits from the moment you accept the journey.

Understanding the correlation between physiology, psychology and Astonishing Service™ unleashes the secrets to empowering both personal and professional performance. Twenty-five years in service management, including the world-class Coeur d'Alene Resort, provide for a foundation of extraordinary personal stories filled with profound insights for life-long learning. Through the revealing power of humor, Randy teaches skills to lighten the load of illusions through the spirit and creativity of play.

Randy is the author of Peer Powered Performance™, Three Legged Leadership, Accountability Inverted, Cubic Thinking™ as well as video and audio programs including Astonishing Service™, Leading with Laughter™ and Adding Passion to Purpose™; as well as the Red Shoes Newsletter. Randy conducts keynote sessions, customized training, and experiential retreats for thousands each year.



Red Shoe Solutions LLC

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randy@RedShoeSolutions.com 1-800-893-9002

