

BIOGRAPHICAL SKETCH – Bonnie F. Mattick, M.A.Ed., MBA

Bonnie Mattick, is a speaker, author and Founder of **Unforgettable Outcomes, Intl.** She creates exceptional experiences for hospitality organizations, hotel and restaurants, and the customers they serve. Bonnie earned both an M.A. Ed and an MBA, making her uniquely qualified to integrate business goals and core competencies with desired outcomes. She is a professional member of the National Speakers Association (NSA), and member of the NSA-Arizona Board of Directors; Meeting Planners International (MPI) and the International Society for Performance Improvement.

Unforgettable Outcomes, Intl., specializes in energizing your staff through a lineup of highly targeted seminars and keynote presentations.

Keynotes, Workshops & Facilitation:

- ***Experience the Exceptional and Kick Up Your Bottom Line!*** This dynamic program provides business owners and management with the powerful tools to focus what brings out everyone's best performance. Managers understand how leadership intention, focus and strategy creates greater profits.
- ***SWING Into Top Team Performance*** – Teambuilding workshop that integrates golf-themed exercises and focuses on the concepts of trust, conflict, commitment, accountability and results.
- ***Creating Unforgettable Outcomes for Your Association During Tough Economic Times*** – This seminar will show you how to keep the members of your association from slipping away, by providing value, delivering what people need and encouraging their participation.

Consulting Services:

- Assessment of leadership performance and business productivity
- Facilitation of focus groups and work processes
- Advising and mentoring managers and association leaders

Education: M.A. Ed. – Arizona State University, Tempe, AZ

M.B.A. – University of Nevada, College of Business and Hotel Administration, Las Vegas, NV

B. S. – University of Minnesota, Minneapolis, MN

Clients Served:

SunPower Corporation, Oakland, CA

Quick Service Restaurant Group, Colorado

MidFirst Bank, Phoenix, AZ

Bank of America, Government Lending Division, Jacksonville, Florida

Westinghouse Government Services, West Valley, New York

Prudential Financial, Phoenix, AZ

Publications:

Author of soon to be released (2011): “*Employee Engagement – How to Stage Unforgettable Outcomes for your Business.*” Author of “*SMEs – Your Secret Training Weapon*”, a manual to help companies maximize their in-house expertise, published September 2008. Co-authored “*Teamwork Pays*”, published in the *Journal of Quality & Participation*, January, 2007; author of “*Create SME Champions*”, published in *Training Magazine*, October 2008.



15835 N. 2nd Avenue
Phoenix, Arizona 85023

UNFORGETTABLE OUTCOMES Intl Email: Bonnie@BonnieMattick.com

Phone: 602-993-6691

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