

# STEVE Gilliland

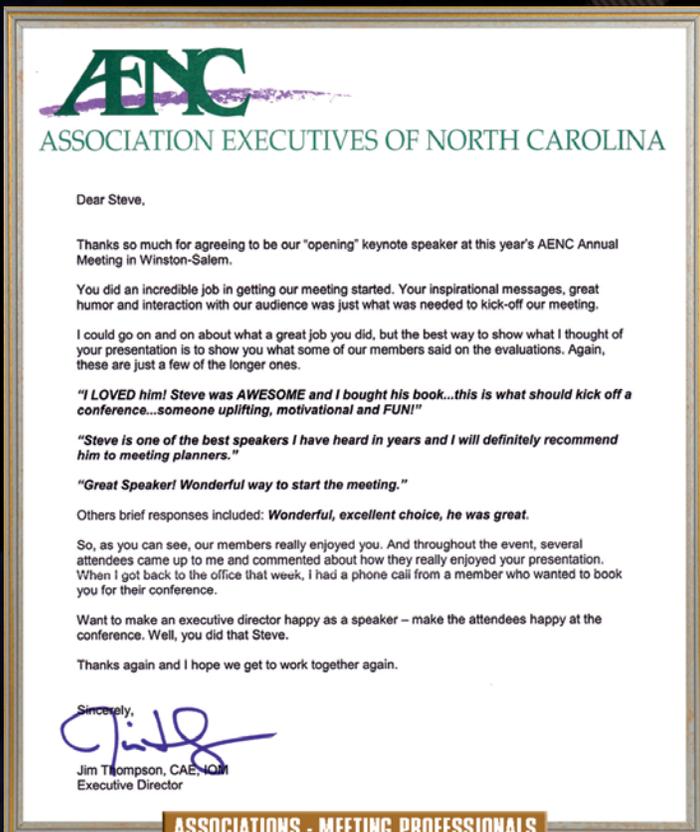
HALL OF FAME SPEAKER

ENTERTAINING. INSPIRING. REAL.

Since 1999,  
STEVE GILLILAND has...

- ✓ *Been named Advantage Media Group's Author of the Year*
- ✓ *Closed the Million Dollar Round Table event from the Main Platform and received a standing ovation*
- ✓ *Been SHRM's #1 rated speaker for five consecutive years*
- ✓ *Been inducted into NSA's prestigious SPEAKER HALL OF FAME*

BUT THE REAL PROOF IS IN WHAT  
THEY SAY **AFTER HE SPEAKS...**





## OREGON FAIRS ASSOCIATION

P.O. Box 771 • Salem, Oregon 97308 • (503) 370-7019 • FAX (503) 587-8063  
E-mail: info@profadmirserv.com • www.oregonfairs.org

To whom it may concern:

Steve Gilliland is without a doubt, the best speaker we have ever had at our convention. His poignant message delivered with incredible humor and passion captivated our members. And this was at a breakfast event concluding a three-day conference.

Steve clearly stands apart from other professional speakers. He is at the top of his field, possessing the ability to turn a ho-hum meeting into a memorable event. His staff shares Steve's spirit of customer service. Our association enjoyed an exceptional experience from the time of first contact until the dying of the applause from Steve's richly deserved standing ovation.

Any organization that wants to give its members an unforgettable treat should make sure Steve Gilliland is a main part of the program.

Sincerely,

John H. McCulley  
Executive Secretary

ASSOCIATIONS - STATE



8400 Westpark Drive • McLean, Virginia 22102  
Phone: 703-821-7072 • Fax: 703-955-8581 • www.atae.info

Mr. Steve Gilliland  
Steve Gilliland, Inc.

Dear Steve,

Your keynote presentation at the OADA Survival Convention in April, 2009, was very well received; however, you out-did yourself last week at the Automotive Trade Association Executives' Summer Meeting in Chicago.

Your presentation "Enjoy the Ride" was timely, insightful, humorous, and high energy. You drove home some very important points that made all of us stop, think and reflect on our lives and careers.

I would highly recommend you as a speaker to any group, and it was a pleasure having you join the Automotive Trade Association Executives who represent the new car dealers throughout the United States.

Thanks again, Steve, and I hope our paths cross again soon.

Regards,

Tim Doran,  
Chairman

AUTOMOTIVE

*"Your message is a gift that needs to be heard by everyone in America. The first time I heard you it was entertaining, thought-provoking and brilliant. The second time I heard you it was life-changing."*  
-- SUSAN ARNESON, SENIOR BUSINESS CONSULTANT, KAISER PERMANENTE



## FIRST TEXAS BANCORP, INC.

900 S AUSTIN AVENUE P.O. BOX 649 GEORGETOWN, TEXAS 78627 PHONE 512/363-2594 METRO 512/938-4554 FAX 512/869-2997

Dear Steve,

I mentioned to you after your presentation, that in the 17 years of putting on corporate retreats for our folks, you were the only one that earned TWO standing ovations for a single presentation.

That pretty much sums up how the First Texas Bancorp family of banks regarded the morning with you. As you know a lot of our folks purchased your books and tapes, including me, but what may interest you is that we're incorporating some of it into our new employee orientation training.

If some group is considering having you speak to them and for some reason is on the fence, please have them call me. I will consider it an honor to recommend you and I'll be doing them a big favor.

Warmest Regards,

First Texas Bancorp, Inc.

Gary L. Nejon  
Chairman/CEO

BANKS

CUSTOM HOUSE  
A WESTERN UNION COMPANY



Dear Steve,

We first met in Victoria in September, proceeded to Auckland and Miami in October and Rome in November!

It sounds like a whirlwind romance – it was a business romance.

Throughout the journey you were able to connect with our people from different cultures and languages with the same powerful message – to enjoy the ride. It became clear that you "walk the talk" through personal adversity, multiple time zone travel and numerous company activities. Your focus on passion, pride and purpose resonated with each group and your story brought many to tears.

You have made an impact on our company.

I have found myself sharing your stories with many people since we last met and reflect often on your life's adventure. I try to check my passion each morning and hope that I can make difference.

If any group or company is looking to engage their people; motivate their teams, and transform their organization, I would encourage them to work with you.

Thank you for making a difference at Custom House.

Best regards,

Ian Taylor  
SVP, Global Sales

:jm

517 Fort Street, Victoria, BC V8W 1E7 Canada  
T.250.220.1025 | F.250.389.0875 | itaylor@customhouse.com



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www.ewingcc.com

Steve Gilliland, Inc.  
Attention: Steve Gilliland

Dear Steve,

On behalf of Ewing Construction Co., Inc., we thank you for speaking at our recent annual meeting and awards banquet. Your presentations were excellent and thoroughly enjoyed by our staff and our guests. We appreciate you sharing your time, superior talent and expertise with us.

I have received great feedback from my staff on your books and other motivational materials. Your experiences and stories shared were passionate and captivating. It was truly refreshing to have such a great speaker and we are anxious to let others know about our positive experience.

Again, thank you very much for your enthusiastic participation in our company event. We look forward to working with you in the future and would love to take advantage of your leadership course this year.

Very Sincerely,

Bill Ewing Jr.  
President and CEO

CONSTRUCTION



Steve Gilliland  
Steve Gilliland, Inc.

Dear Steve,

When you presented your keynote *Enjoy The Ride* to our employees in 2007 my leadership team all said, "Steve is the best speaker we've ever had." Despite the current economic climate they approached me and said, "If there was ever a time we needed Steve Gilliland's message it is now."

When I contacted your office and you suggested your new keynote *Making a Difference*, I knew it would be good, but never imagined the impact it would have on our employees during this difficult time. I felt in my heart our employees needed a message that would inspire, encourage, and provide an outlook that would keep them focused.

When I heard you speak the first time I was in awe. When I decided to hire you again, my only concern was how you would top the first presentation. The standing ovation you received after presenting *Making a Difference* to our employees speaks for itself.

If I am still around in 2011 I will be contacting you again for an encore performance. You have helped us *enjoy the ride* and now showed us how to *make a difference*. I can't wait for the next installment!

Sincerely,

Patsy Stuard  
CEO

CREDIT UNIONS

*"When I decided to hire you again, my only concern was how you would top the first presentation. The standing ovation you received after presenting Making a Difference to our employees speaks for itself."*

-- PATSY STUARD, CEO, FORT LEE FEDERAL CREDIT UNION



**South Panola School District**

209 Boothe Street, Batesville, Mississippi 38606  
Phone (662) 563-9361/Fax (662) 563-6077  
Web Site: [www.southpanola.k12.ms.us](http://www.southpanola.k12.ms.us)

Providing Opportunities for Educational Excellence

Keith Shaffer, Ed. D., Superintendent

Steve Gilliland, Inc.

Dear Steve,

Thank you so much for spending a day with us at South Panola. My emails and texts this morning have been overwhelming with the power of your presentation. You were truly the "shot in the arm" that I had promised them you would be. Thank you, as well, for taking the time to speak to the second smallest group of people in your presentation history with my business leaders. The word is spreading about what those other business leaders missed.

It was obvious to me that from your first five minutes, our folks were hooked. Your mix of humor with heart touching stories of your reality was successful in breaking down the barriers of those who came for just another professional development day. You were able to make the event a growth experience for individuals coming from maintenance, food service, transportation, and the classroom. This was obvious by the standing ovation given to you at the end. Thank you for making us laugh, cry, ponder, and hope. You challenged us all to make a difference in whatever we do through our purpose, passion, and pride. I, too, hope to have you back in the district at some point. I am wishing you the best until we meet again.

Sincerely,

Keith Shaffer, Ed.D.  
Superintendent

EDUCATION



**EDUCATIONAL SERVICE UNIT NO. 11**

412 W. 14<sup>th</sup> Ave.  
P.O. Box 858  
Holdrege, NE 68949-0858  
Telephone (308) 995-6585  
Fax (308) 995-6587

Dear Steve,

Thank you so much for coming to Educational Service Unit #11 to speak at our Fall Conference. There was a lot of pressure to find another keynote speaker of high quality. I asked around across the state and your name rose to the top of the list quite quickly. I must say you did not disappoint us. Your presentations were encouraging, inspiring, entertaining, and thought provoking. I have never witnessed a speaker powerful enough to make an audience roll with laughter one minute, and wipe tears from their eyes the next. The entire audience was eating out of the palm of your hand. They LOVED your messages! This was evident by the TWO standing ovations that you received.

Again, thank you so much for helping make our Fall Conference a tremendous success. You truly have a special gift and I am so thankful you were able to share it with us.

Sincerely,

Kate Hatch  
Staff Development Director  
Educational Service Unit #11  
Holdrege, NE 68949

EDUCATION ASSOCIATIONS



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RE: THANK YOU

Dear Steve,

I wanted to take a moment to send a special letter thanking you for your presentation as the closing speaker for the 2011 MDRT Annual Meeting in Atlanta, Georgia. I'm quite certain by the standing ovation you knew you had touched the 6,500+ people that were in attendance. Ever since the meeting concluded, I have had many friends and even total strangers come up to let me know how your presentation impacted them, not only at that moment, but what they will do differently when they return from the conference.

It was so powerful the way you were able to weave your stories and your comments to pertain specifically to our audience, our members. And I know that personally, I have taken the time to "enjoy the ride" with my children and my friends since I have returned home from the meeting. No more will I suffer from Destination Disease and worry about what's next, in exchange for focusing on what's right in front of me.

Thank you again for your tremendous impact in our meeting. I look forward to a day our paths may cross again. It was my honor and privilege to serve MDRT as an Assistant Chair to the 2011 Main Platform, but I was more honored by the ability to work with you.

*With Your Interest in Mind!*

BUSINESS & ESTATE ADVISERS, INC.

Sarah J. Kaelberer, CFP®, ChFC, CLU  
Vice President

FINANCIAL

The Boeing Company  
P.O. Box 7730  
Wichita, KS 67277-7730



Dear Steve,

On behalf of The Boeing Company, I want to take this opportunity to express my appreciation for the outstanding presentation you gave to the Employee Relations professionals within our company. As we continue to explore the positive impacts of employee engagement on our business results, your insights into both the intellectual and emotional realms of how people are motivated triggered some ideas within our group that we are already developing for implementation.

Both the style and substance of your session drew the audience in and held their attention for three full hours. We received many compliments regarding the effective mixture of both heart warming and humorous anecdotes that highlighted the clear, factual points you were making. This was underscored by the fact that the attendees gave you a standing ovation at the end. In the six years we have been holding these annual events with countless speakers, this has never happened before.

We thank you for giving us such a worthwhile and stimulating session, and have no doubt you will experience continued and growing success as others benefit from the valuable information you shared with us.

Best Regards,

John Messman  
Director, Employee Relations  
Boeing Corporate Offices

FORTUNE 500

*"You were by far the best motivational speaker we've had for the AIEC's Annual Meeting. Your ability to make people laugh when they should and think when they should made the presentation a home run for both content and entertainment. You were the highlight of the entire meeting."*

*-- NANCY RHOADS NIXON, MARKETING ADMINISTRATOR, ASSOCIATION OF ILLINOIS ELECTRIC COOPERATIVES*



Steve:

"WOW!!!! That's the overwhelming response you generated on April 5 when you spoke to our Sonic Co-Op in the Dallas-Ft. Worth area. The house was packed with over 360 participants, the largest gathering for our semi-annual meeting in many years, and you delivered. Your thought-provoking message was spot-on target, delivered with the same passion you challenged us to provide, and delivered in a grass-roots style that this entire audience could relate to.

A number of long-term franchisees attended, and they gave a huge thumbs up on the practicality of your thoughts, which included specific tactics to impact their lives. I was receiving calls and e-mails days after you spoke, raving about your performance. One individual noted that he was changing his approach to business immediately and will start each day positively in his quest to become a more effective leader. Others indicated they wished the rest of their staff could have attended.

In closing, the unprecedented standing ovation and thunderous applause spoke volumes to the reawakening of passion within our group. You delivered on your promise to excite, motivate, and challenge through wit and wisdom, and we are most grateful. I will strongly recommend you for future engagements, and you most certainly can use me as a reference.

Sincerely,

Steve Young  
Regional Vice President  
Sonic Industries

FRANCHISES



To whom it may concern:

Steve Gilliland successfully connected with the employees of Redding Rancheria. He was even more of a hit than we had hoped and our expectations of Steve were met, and exceeded. The time he spent with our Management team definitely paid off as they came away inspired and motivated.

Your presentation of "Enjoy the Ride" was uplifting, entertaining and enlightening. What a refreshing topic, and one that should be shared with anyone associated with the employees that were privileged to hear it. Steve Gilliland presented what really matters in life that was both humorous and entertaining, while still getting his message across to the entire employee audience. Steve's ability to connect to a variety of employee personalities, our Native American culture and wide range of ages is a true gift. What a fantastic start to our 2011 Wellness Conference.

Steve Gilliland's talk was nothing short of inspiring. Redding Rancheria is made up of highly accomplished, motivated and energetic managers and staff. Our employees can be a tough audience to hold, but Steve had them completely captured with his energy, conviction and the undeniable truth of "Enjoy the Ride" message.

Sincerely,

Don Benner, Senior Director of Human Resources

GOVERNMENT

866-445-5452 TOLL-FREE



Green Bay Support Center  
1702 Lawrence Drive ~ De Pere, WI 54115 ~ 920-496-2960

Steve,  
As sit here trying to choose the best adjective to describe you, I struggle to keep it to just one; hilarious, inspiring, motivating and upbeat are just a few that come to mind!

As you know, Festival Foods hosts an annual conference for our leaders and in 2010 we had you speak to our group for the first time. The morning of day two is really the kick-off for the event. I was so excited to have you speaking to the group at 8:00 am because that is a notorious time for dozing and doodling. Your humor and quick wit was just what we needed to get the event started! Each year after the conference, we conduct a survey of all attendees to assist in planning for the following year – it was no surprise that "Speaker: Steve Gilliland" was the highest ranked aspect of the entire event in 2010!

With that we immediately booked you for our 2011 event, which just wrapped up last week. Steve, I can't tell you how many positive comments we received from the attendees! Your message *Making a Difference* really hit home for the audience. The way you use humor in your stories really makes them memorable. It's not often that conference attendees recall specific things that a speaker says, but I've heard more "Steve-isms" around the office than I can count!

You really are making a difference for so many people! Thank you for being part of our event!

With respect and gratitude,

Danielle Ness  
Executive Assistant  
Festival Foods

GROCERY



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1900 North 11th Street, Bismarck, ND 58501  
email: shelly@ndltca.org • web site: www.ndltca.org  
Shelly E. Peterson, President

Steve Gilliland

Dear Steve...

"Thank You" does not seem like enough of a phrase to express the appreciation our convention participants feel about your opening keynote session and the breakout session you presented. But let me start with my expression of gratitude...You are one of the kindest and nicest speakers I have had the opportunity to work with over the past 23 years of putting on conventions. From our experience last year when you pulled together another speaker to fill your shoes plus getting on a plane to present the closing session after being hospitalized was amazing enough to me. Add this year... the air travel horror story to get to Bismarck, North Dakota and still having the attitude of "Enjoying the Ride" is proof that you "walk the talk" you present. You are an amazing speaker with a talent to touch peoples hearts and lives and I am so glad you have touched the lives of so many North Dakota long term care caregivers.

As you will see from the evaluation comments, you are Great...Wonderful...Awesome...Inspirational...Fantastic...Absolutely TERRIFIC...! Those are some pretty tough shoes for us to fill in the future! Please accept our sincere appreciation for the presentations...and believe me...I and the participants who heard you will always Dream a Dream bigger!

I know we will work together in the future and I know you will continue to provide outstanding, energizing and uplifting messages to whoever you speak to. I would highly recommend you to our national affiliate, the American Health Care Association and all of our state affiliates. Thank you Steve...The Journey Continues!

Sincerely,

Bev Herman, Education Director  
ND Long Term Care Association

HEALTHCARE

*"WOW! You made us laugh and cry all in one setting. Your message was very powerful and kept the audience on the edge of their seats wanting to hear more, which was evident in the standing ovation you received. I am still hearing comments on how this presentation was the BEST WE HAVE EVER HAD."*

*-- CLAY CROSSON, PRESIDENT & COO, AMERICARE™*



Dear Steve,

THANK YOU! I appreciate you joining Marriott at the HelmsBriscoe Annual Business Conference and sharing "Enjoy the Ride." After hearing you last summer I was sure you would resonate with this group and you nailed it.

This prestigious audience hears many speakers every year and the feedback I have received is that your presentation was a best ever.

Just to share a few comments:

- I loved, loved, loved Steve Gilliland. I have already recommended him to two of my clients.
- Steve Gilliland was such a hit! This was the highlight of the conference.
- Steve was AMAZING. I immediately contacted my top clients to share his information.
- You guys knocked it out of the park with Steve this year. He was so entertaining but yet got his point across, kept everyone's attention and made people laugh and cry at the same time.
- I loved the speaker Steve. He was funny, engaging and uplifting. I am enjoying reading his book *Making a Difference*.

I have many more comments that are similar but suffice to say your session made a lasting impact on this group. Thanks for making Marriott look good!

Kindest regards,

Lorie Lambert  
Global Account Executive  
Marriott International – Global Sales Team

HOSPITALITY



I have personally heard all of Steve Gilliland's keynote presentations as well as his *Leading with Heart* workshop, and I cannot recommend him highly enough! He is a phenomenal speaker whose presentations come straight from the heart. He's been there, done that and triumphed! What makes his presentations so special is that he is able to speak from experience, and he maintains the positive attitude and energy despite whatever hand life may have dealt him. He is *Making a Difference* each and every day with each life he touches through his speaking career. Every last member of his audience is thoroughly engaged in his presentation and will leave the room with a smile on their face, laughter in their heart and quite often saying, "Enjoy the Ride." From there, his audience will return to the office with valuable information, beneficial reminders, an understanding of goats and a new perspective that will be boosting their own productivity and customer service levels. Not only will Steve's presentations add value to his audience's work, but they will also add significant personal value for each member of his audience.

I have also had the pleasure of hiring Steve to speak for a group of Human Resources professionals. We received EXCELLENT feedback from his presentations, with over 93% rating his presentation at the highest level. Having also worked with his staff throughout the process, their customer service is top quality and bar none. I have never experienced such a high level of service, accommodation and appreciation from any other speaker I have worked with throughout the years.

So if you're sitting there thinking about booking Steve Gilliland for your event, what are you waiting for? You're missing the chance of a lifetime while you wait!

Hailey Dunn, SPHR, MLHR  
Vice President, Programming & Professional Development  
Human Resources Association of Central Ohio

HUMAN RESOURCE



Larry R. King, CLU, FCIF  
Office of the Executive Vice President/Field  
lking@woodmen.org

Woodmen of the World Life Insurance Society and/or Omaha Woodmen Life Insurance Society

Steve Gilliland, Inc.

Dear Steve,

I hope your travels from Omaha to your next event went well! I can't begin to tell you how much we appreciated and enjoyed your presentation at our Leadership Conference Banquet. What a way to close an event! All of Woodmen of the World is still in a buzz! I can tell you that many of our leading Area and State Managers from throughout the country commented that they had been to many national meetings such as the Million Dollar Round Table, NAIFA, and others, but they have never heard a presentation that better tied all of the week's work together and left them as motivated and inspired! One of your strongest points was stressing the passion that successful people have for what they do. This is what we teach and preach at Woodmen.

Steve, you under promised and over delivered as your entertaining and yet professional presentation skills can hardly be matched. You mix humor and philosophy of life with the best of them. An hour presentation seemed like ten minutes. Our group wanted to keep you on stage as long as possible. I think you could tell that by the long standing ovation and from the long lines of those wanting your books and your autograph.

Thanks again for assisting us at Woodmen of the World. Please visit us when you can.

Sincerely and fraternally,

Larry R. King  
Executive Vice President/Field

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Steve Gilliland

Dear Steve,

I want to thank you for the wonderful closing general session presentation that you conducted for the ALA Region 2 Conference in Charlotte, NC on November 5, 2011. You were excellent and so well received by our ALA members – a standing ovation! The closing session for a regional conference is a very important session and you created a strong and exciting close to the entire event.

I attended the session myself and I enjoyed the good humor along with over 100 members, but I also learned a great deal about "enjoying the ride" – that I need to remember to appreciate the people around me and not get too focused on the little things.

I appreciate the time you took to talk with some of the planning team weeks before the conference to get to know the audience and hear about the particular focus of legal administrators. I know that took a lot of your time, but you had such a good grasp of your audience during the presentation. I also thank you for your responsiveness to the ALA staff who manages these conferences. You made our job easy.

I look forward to working with you again, Steve. I will certainly recommend you for other ALA events. Please feel free to contact me at any time if I can be of assistance to you.

Sincerely,

Rosemary Shiels, J.D.  
Program Manager

LEGAL & CONSULTING

*"Congratulations on your very well-deserved induction into the NSA Speaker Hall of Fame. I knew when I first met you that you were destined for greatness, and I am very happy for you. You have impacted many lives in a very positive way and have truly made a difference."*

*-- MICHAEL R. BARTLETT, SPHR, CHIEF HUMAN RESOURCES OFFICER (CHRO) & VICE PRESIDENT OF HR, AMERICAN BEVERAGE CORPORATION*



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WWW.TEAMWBI.COM / Email: info@teamwbi.com

Steve Gilliland

Dear Steve:

I'm sending you this letter to convey to you how extremely pleased we were with your presentation of "Enjoy the Ride" at our Christmas party on Saturday, December 10<sup>th</sup>.

As a co-organizer of these parties, I have come to learn the hard way that you can't please everyone. Well, I don't think I can use that phrase after your presentation Saturday. The standing ovation that you received depicted just how deeply you touched our employees. What solidified that sentiment were the rave reviews you were given from our company survey of the party attendees. THEY ABSOLUTELY LOVED YOU! I can honestly say that I did not receive one negative comment on your behalf.

I hope that December 10<sup>th</sup> was the first of many appearances that you will be making for Wheeler Bros. employees.

I'm looking forward to seeing you again soon.

Sincerely,

Tina R. Devers, PHR  
VP, Director Human Resources

MANUFACTURING



Philips Healthcare

13560 Morris Road  
Atlanta, GA 30004

GSS-North America

Dear Steve,

April 26th, 2011 was an invigorating day. You delivered the keynote kicking off training for our new service portfolio which was received by our service sales team with even more enthusiasm and excitement than we imagined, evident by the standing ovation you received.

You were selected from two handfuls of speakers we were provided by our media agency, and I had a relatively good feeling. That feeling lasted until our planning call when I was completely blown away by your interest in Philips, our meeting goals, and your dedication to helping us round out a successful event.

To reinforce our theme of change as supported in the keynote, we provided signed copies of your book, Enjoy the Ride to all the meeting attendees, which was received as a rave success and terrific complement to the meeting.

Enjoy the Ride really does convey not only your experience and philosophy on life, but can truly relate to many a business. With Philips comprised of three core sectors – Healthcare, Consumer Lifestyle and Lighting, your message could be equally supportive for each environment. I solidly recommend your work, and look forward to engaging on future events.

Respectfully,

Robin Bassen  
Marketing Manager, Service Marketing  
Philips Healthcare

MEDICAL

866-445-5452 TOLL-FREE



Steve Gilliland inspired, entertained and captivated the crowd at the 2012 National Industries for the Blind annual conference with humor and real-life stories on topics ranging from career experiences and airline travel, to football fanaticism, family vacations and burger joints. Despite day-to-day challenges, Steve declared how much he loves life and "enjoys the ride" — and his joy was contagious, judging by the laughter in the room. He received a standing ovation after his speech, and many participants said he was the "best motivational speaker" they'd ever heard at our conferences! He truly helped to make the conference fun and left everyone feeling energized!

Happy Thanksgiving season and best wishes!

Respectfully,

**Martha Fassett**

Senior Communications Specialist  
National Industries for the Blind (NIB)

**NONPROFIT**



Steve Gilliland, CSP

Dear Steve:

On behalf of the Oregon Public Purchasing Association, I want to sincerely thank you for speaking at our annual Spring Conference. Several of our members had the opportunity to hear you present at the 2008 NIGP National Forum. They came back personally and professionally challenged. We felt it vital that our members hear the message you convey.

As public procurement professionals, we're perpetually faced with budgetary and legal limitations. Quite often our internal customers aren't pleased with the answers we are bound to provide. Your presentations energized our members. They proved that our attitudes can make all of the difference. We alone have to make a conscious choice to remain positive, relaxed, and enjoy what we're doing.

It was inspiring watching you take the time to sign books and listen to personal stories from those who you touched deeply. Our membership showed you exactly how they felt by giving you standing ovations after each presentation. I've received nothing but positive comments about your time with us. Each member took away some element that will assist them with enhancing their professional and personal lives.

We truly appreciate your making the trip to Oregon, despite your extremely tight schedule. We wish you continued success on your journey and look forward to our next opportunity to hear you speak. Thank you for showing us how to "Enjoy the Ride!"

Sincerely,

Kathleen George  
OPPA Program Committee  
2008-2009 Co-Chair

**PURCHASING**

*"Following your standing ovation, we heard comments like 'wonderful,' 'super,' 'tremendous' and 'outstanding.' Many said your program was the best in our 14 years of doing A Day With MDRT."*

*-- STEPHEN L. HAMMER, CLU, ChFC, PROGRAM CHAIR,*

*NATIONAL ASSOCIATION OF INSURANCE & FINANCIAL ADVISORS MINNESOTA, HAMMER & ASSOCIATES*



Steve Gilliland

Dear Steve:

RE: 26<sup>th</sup> Annual Western Canada RE/MAX Conference

I want to take this opportunity to personally thank you for what could be "one of the most enlightening" keynote presentations ever made at our annual conference.

The passion you have in conveying a positive message in such a humble manner was felt throughout the audience. I use humble in my description as all too often speakers give presentations that are purely extensions of their personal egos, therefore they come across as very artificial. Your personal passion is transparent and deeply rooted, as evidenced by the standing ovation you received and the long lines of people who personally thanked you afterwards.

To share some of the comments we received after the conference: "Steve Gilliland was a dynamite speaker", "Steve Gilliland was awesome", "bring Steve G back", and "it is so refreshing to listen and learn from someone who displays a pure belief and passion and is not there to sell you something".

As the final formal presentation of the conference Steve, your presentation was the perfect conclusion to leave our audience inspired and ready to tackle the world with a fresh perspective.

I look forward to having you contribute at another event.

Thank you,

Warmest regards,

RE/MAX of Western Canada (1998), Inc

Elton Ash  
Regional Executive Vice President

cc: Pam Newman, Vice President, Event Management, RE/MAX International

**REAL ESTATE**



Kevin P. Walsh  
Wrangler Specialty Apparel  
VF Jeanswear Limited Partnership  
400 N. Elm Street  
Greensboro, NC 27401  
Call: 336-332-4464  
Fax: 336-332-4259

Dear Steve

You're amazing.

It's hard to believe that on a Sunday morning, with a three day sales meeting in their rear-view mirror, luggage packed and waiting with the concierge, you somehow managed to keep our (entire) team entertained and on the edge of their seat. Most in this time slot would have lost their 'snap', but instead you embraced this as an opportunity to shine. And shine you did.

Our team remained not only entertained but interested, attentive, and most importantly, engaged for your entire session. Trust me, that's not my intuition speaking or just hearsay. We follow each sales meeting up with a detailed survey of the location, meals, activities and sessions. The results of this meeting's survey indicated that more than 75% percent of those who attended your session rated that experience 8 or higher (10 being the best - and you scored FIFTY 10's!). That is truly an accomplishment!

I didn't need a survey to know that you disarmed and 'charmed' our group by carefully winning their confidence with humor and punctuating each tale with a valid lesson and learning experience. To do this so effectively with such a tenured team is proof of your gift. Your skillful combination of humor and candor will be fondly remembered at our gatherings for years to come.

Please accept my thanks, on behalf of the entire Wrangler team, for helping us all remember to *Enjoy the Ride!*

Best regards,

Kevin P. Walsh  
Vice President Sales  
Wrangler Jeans & Shirts

**RETAIL**

## SofTechnics, Inc.

Address Commonwealth Square, 308 N. Cleveland-Mossillon Rd.  
Akron, OH 44333  
Telephone (330) 665-1696  
Fax (330) 665-2915  
Internet www.softechnics.com

Dear Steve:

On behalf of SofTechnics, I would like to sincerely thank you for your contribution to our 2010 Users Conference last week in Nashville, Tennessee. Attendees raved that this year was truly "The best SofTechnics Users Conference to-date" and your keynote "Enjoy the Ride" certainly helped put it over the top! The opening session of a conference is a tough slot to fill. Your ability to kick-off our conference and motivate our attendees for the rest of the conference was truly incredible; it's no wonder you are one of the top rated and most sought after speakers in the country. Your touching stories and hilarious anecdotes made us laugh, reflect, and relate. You have inspired all of us to "Enjoy the Ride" and appreciate the small things in life.

It is fantastic when attendees can take something away from an inspirational speaker and I am certain that everyone who attended our conference this year was able to do so. As I was looking around the audience, I noticed and admired your ability to connect with each and every person in the room at one point or another. Our post-conference survey revealed your presentation scored a 5+ out of a possible 5. Outstanding!

We were thrilled with your presentation and will share your name and messages with family, friends, and colleagues about your life lessons! The attendees were repeating your key messages such as "Destination Disease" throughout the conference demonstrating the power of your message. You have definitely set a high bar for finding a keynote speaker for our next conference.

Best regards,



Bill Elliott  
VP, Sales and Marketing  
SofTechnics, Inc.

BE/sh

TECHNOLOGY

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CONTACT • Joao Dominici

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Steve:

On behalf of our sponsors from Trail King Industries and the 300+ that were in attendance during your breakfast presentation at our April 2012 Annual Conference, I extend our most sincere thanks and pass along one word to best summarize our members' feedback on your presentation: OUTSTANDING!

As I have worked over my tenure at SC&RA to build world class events and make sure members and guests receive substance and have fun along the way, I've placed great emphasis on the quality of our speakers. I am pleased to note that you are clearly one of the very best speaker picks I've made; your content and delivery more than hit the mark and exceeded our expectations.

As you go forward and promote your business with other companies and associations, please feel free to have any of your prospects contact me for a reference - I'm happy to stand up for quality work and performance.

Thank you again for a job very, very well done...

Best regards,



Joel Dandrea

TRANSPORTATION



Association of Illinois  
Electric Cooperatives

Mr. Steve Gilliland

Dear Steve:

What can I say? You brought down the house! Really? A standing ovation? We have booked many motivational speakers for the AIEC's Annual Meeting but I must say that you were by far the best we've had. Your ability to make people laugh when they should and think when they should made the presentation a home run for both content and entertainment. I heard MANY compliments on the program, the bulk of which indicated that you were the highlight of the entire meeting. Now, the problem is how we top this next year.

Thursday was a long day for our attendees. Sessions went long and we had to include an election that wasn't originally on the agenda, so by the time you came on, our people were really worn out. Many speakers would not have been able to reach our attendees then, but you got their attention and kept it for the duration of the program. You also spoke longer than most of the professionals we've booked, so I feel we really got our money's worth. I would enthusiastically recommend you to any group.

I wish you continued success. As I said before, I will be forwarding your contact information to an attendee who saw your program and might have interest in a booking one with you.

Happy trails, and ENJOY THE RIDE!

Warm regards,

Nancy Rhoads Nixon  
Marketing Administrator

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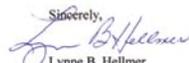
Mr. Steve Gilliland

Dear Steve:

What can I say ... you truly didn't exaggerate. Yes, you really are one of the best speakers I've ever heard ... not simply for the content of your presentations, but also for your ability to "know" your audience and play to their needs. Academic administrators, in fact anybody in higher education, have to be about the toughest group to face. They're critical and grading you from the moment they first spot you. And I don't think they were prepared for Steve Gilliland!!!!

Steve, I've been working with speakers and trainers for 29 years and I've worked with the biggest names in the industry. I'm still trying to get it through my head that some guy I'd never heard of before knocked me and my audience off our feet.

You're coming back. Got that?!

Sincerely,  
  
Lynne B. Hellmer  
Senior Director

UNIVERSITIES

STEVE  
Gilliland  
HALL OF FAME SPEAKER

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