

STEVE SIMPSON

AUTHORITY ON **WORKPLACE CULTURE & CUSTOMER SERVICE**



STEVE

Introduction for Steve

Steve Simpson is an international speaker, author and consultant based in Melbourne. Described by UK based e-Customer Service World as 'Australia's leading corporate culture authority', Steve has created the concept of UGRs which is receiving global acclaim as a tool to understand and improve workplace culture.

Steve has featured at conferences across the world. He was invited to speak at two World Conferences on Customer Service Management, in the US – where he rated in the Top 10 speakers. He has spoken at UK Customer Management Conference in Edinburgh, the Regional Conference for the Academy of Chief Executives in London, and the International Leadership Symposium in Johannesburg. He is the author of two books and a contributing author to a further three books, including his latest – 'A Culture Turned'.

Steve has a Masters Degree from the University of Alberta and recently was recognised by Professional Speakers Australia with the Australian Educator of the Year Award.