

THE TEXAS GROUP, INC.

BUSINESS CONSULTING | KEY-NOTE ADDRESSES & SEMINARS | TRAINING & DEVELOPMENT

www.thetexasgroupinc.com

P.O. Box 592752

San Antonio, TX 78259

210.867.8004

SERVICES

BUSINESS CONSULTING:

- Organization Development (OD)
 - Vision, Mission, Values, and Goals
 - Change Management Process Guidance
 - Personnel Assessment (Position/Performance)
 - Emotional Intelligence (EQ), Personality Testing
- Team Building (On-Site & Off-Site Programs)
 - Public, Private, and Non-Profit
 - Institutional Facilities
 - Manufacturing Facilities
 - Medical Facilities
 - Religious Organizations, etc.
- Sales & Marketing
 - Sales Training
 - In-Field Sales Calls with Personnel, Clients, or Prospects
 - Business Development Strategies & Practices
- Negotiation and Mediation Services
- Workshop, Retreat, and Sales Meeting Facilitation
- Key-Note Speaker

TRAINING & DEVELOPMENT:

- Employee Awareness Training
- Technical & Soft Skills Training
- Management and Executive Business Coaching & Mentoring

METRICS

WE WILL:

- Serve as a Catalyst for Change
- Offer a Confidential and Objective Voice
- Deepen Business Relationships
- Identify Problems & Provide Best Options for Resolution
- Implement Effective Training Solutions
- Optimize Business Performance

PROGRAMS

- **ORGANIZATION DEVELOPMENT (OD)**
 - Business Model Innovation
 - Organizational Change
 - Strategic Planning
 - Strategic Thinking
 - Vision, Mission, Values, and Goals
- **UNIVERSAL LEADERSHIP & MANAGEMENT**
 - Coaching Skills
 - Communication Styles
 - Conflict Resolution
 - Managing Conflict
 - Time Management
- **SALES & MARKETING**
 - Customer Relationship Management
 - Customer Retention Strategies
 - Large Account Management Process
 - Selling Dynamics Sales TrainingSM
 - Value-Added Selling
- **SALES MANAGEMENT**
 - Creating Value in Key Accounts
 - Experience Branding
 - Fixing Your Sales Force
 - Measuring & Building Brand Value
 - Sales Force Management
- **CUSTOMER SERVICE**
 - Customer Responsiveness
 - Customer Service Excellence
 - Serving Customers in a Downturn
 - Telephone Skills
 - The Front Line!
- **NEGOTIATION**
 - Negotiation 101
 - Personality Negotiations
 - Union Contracts
 - Union Negotiations
- **HUMAN RESOURCES**
 - Diversity Training
 - Employee Satisfaction Surveys
 - Hiring Practices
 - Performance Appraisals
 - Recruiting & Hiring
- **UNIVERSAL TRAINING & DEVELOPMENT**
 - Conducting Effective Meetings
 - Professionalism
 - Public Speaking
 - Relationship Management
 - Train-the-Trainer
 - Additional programs available

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EXPERIENCE

7-Eleven, Inc.
Best Western International, Inc.
Bob Evans Farms, Inc.
Furr's Cafeterias
Burger King Holdings, Inc.
Carlson Worldwide, Inc. (TGI Friday's)
Chef 4 the Night, Inc.
Chrysler Group, LLC
Cinemark Holdings, Inc.
Coca-Cola Enterprises, Inc.
Cracker Barrel Old Country Store
Deere & Company
Federal-Mogul Corporation
First Texan Realty, LLC.
Ford Motor Company
Fuddrucker's, Inc./Koo Koo Roo
Grubb & Ellis Management Services
Johnson Controls, Inc.
Lear Corporation
Lenz Contractors, Inc.
McDonald's Corporation
Panda Restaurant Group, Inc.
Perkins & Marie Callender's, Inc.
Robert Bosch, LLC
Ruby Tuesday, Inc.
Starbucks Corporation
Tim Horton's, Inc.
TRW Automotive Holdings Corporation
U.S. Mobile Wash, Inc.
Visteon Corporation
Wendy's International, Inc.
Whirlpool Corporation
Yum! Brands, Inc.

PRINCIPAL

John M. Robinson, President/CEO

During the past 30 years, John has gained extensive business and leadership experience, serving Fortune 500 clients throughout the United States, Canada, Mexico, and Europe.

To date, John has personally conducted over 1,300 face-to-face sales calls with key decision-makers, performed more than 260 multimedia presentations, and delivered over 350 employee training sessions.

John is self-motivated, analytical, creative, and passionate about his work. He maintains a high level of energy and enthusiasm, and displays a positive, servant-leadership style that embraces the value and dignity of every person. He effectively communicates at all organizational levels and has consistently built lasting, authentic, personal and professional relationships.

John created the "*Selling Dynamics Sales Training SeminarSM*" in the early 90's, and is finalizing his second book, "*Where's My Cape?*"

He earned a Bachelor's Degree in Management & Organization Development from Spring Arbor University in Flint, Michigan.

Described as a natural leader, coach, mentor, and friend, John enjoys helping people realize their full potential. He understands the contribution each person possesses within an organization. John works hard to extract and cultivate their greatest skills and strengths, empowering them to maximize their contribution to their employers, families, and communities in which they live and serve.

REFERENCES

"...In my capacity at Coca-Cola Enterprises, I had the opportunity to work with John and found him to be professional, energetic, and eager to pursue client satisfaction. I'm sure that John will find success in any business venture he pursues and I'm happy to provide this reference on his behalf..."



**- Reginald Prime
Director of Environmental Affairs
Coca-Cola Enterprises, Inc.**