



## Scott Steinberg

AUTHOR · FUTURIST

Leading Futurist and Trends Expert As Seen By Over 1 Billion Worldwide



### About:

- **Gender:** Male
- **Nationality:** United States
- **Languages:** English
- **Travels from:** United States

### Engagement Types:

- After Dinner Engagement
- Speaking

### Biography Highlights

- Winner of the 2025 Real Leaders Top Impact Companies and 21 st Century Icon Awards
- Made the Global Gurus Top 30 list for Organizational Culture
- Named the World's Leading Business Strategist by the Intl. Association for Scholastic Excellence

### Biography

#### Scott Steinberg: Career Highlights

- Winner of the 2025 Real Leaders Top Impact Companies and 21 st Century Icon Awards
- Made the Global Gurus Top 30 list for Organizational Culture
- Named the World's Leading Business Strategist by the Intl. Association for Scholastic Excellence
- Thought leader and consultant - worked with over 2000+ leading brands from IBM, PwC and Ford to MTV, The PGA, and Intel
- Trends expert for Trillion-Dollar Firms, World's Largest Sovereign Wealth Funds, Joint Chief of Staff
- Creator of the POP FUTURE™ training method and training games What's The Future of...? and The Future is Yours
- CEO of BIZDEV: The International Association for Business Development and Strategic Partnerships™ - feature profile at Forbes here

## Topics:

- Change Management
- Cross-Cultural Communication
- Customer Experience & Marketing
- Customer Loyalty & Retention
- Future of Work
- Geopolitical Impact
- Growth Strategy
- Innovation & Digital Transformation
- International Trade
- Motivation and Inspiration
- Team Dynamics
- Team Leadership

- Books include Digital Transformation: The Definitive Guide, FAST >> FORWARD: How to Turbo-Charge Business, Sales and Career Growth, Think Like a Futurist and Cybersecurity: The Expert Guide
- Change and innovation expert for CNBC
- Today's #1 Generations Expert and Technology Expert (per Google)
- Awarded by four-star general and top military commanders for outstanding performance in strategic advisory work
- Given the title of Master of Innovation by Chase Bank and Fortune magazine
- Bestselling author of 25 books on leadership, innovation, technology, and marketing - back catalogue includes Lead with Your Heart, Millennial Marketing Building a Better Workplace, The Business Etiquette Bible, and the bestselling The Modern Parent's Guide series
- Named one of the world's leading futurists by The CEO Magazine

## World's Leading Business Strategist

Hailed by Fortune magazine as The Master of Innovation, World's Leading Business Strategist, and a 21st Century Icon, award-winning strategic consultant, trends expert, and professional speaker Scott Steinberg is recognized as a foremost authority on leadership, change, and innovation. A trusted consultant and thought leader for over 2,000 brands — from American Express to Zynga — he's also the bestselling author of 30 books, including Think Like a Futurist and Make Change Work for You.

Named by the BBC as one of America's top futurists and among today's leading providers of business strategy and leadership training, the Fortune 500 describes him as a "defining figure in business and technology" and a "top trendsetter to follow." A respected strategist and trendspotter, according to PBS, he has helped develop hit products enjoyed in more than 500 million homes. During the pandemic, he earned a spot on Consulting Magazine's Top 25 Consultants list for Excellence in Leadership — recognized as one of the most influential voices driving innovation and adaptation.

A strategic adviser to CEOs and four-star generals, and the head of BIZDEV: The International Association for Business Development and management consulting and market research firm FutureProof Strategies, he's a trusted resource for organizations such as IBM, PwC, and the U.S. Department of Defense. Ranked among the world's 150 most influential keynote speakers — and cited by Google as today's #1 generations and technology expert — his insights have been featured in over 700 media outlets, including CNN and The Today Show.

## Honors and Accolades

*"Top 25 Consultants"* -Consulting Magazine

*"Among today's best-known trends experts/futurists"* -USA Today

*"Renowned futurist of 20 years"* -NBC

*"One of today's most celebrated consultants and keynote speakers"* - Fast Company

*"Award-winning futurist and influencer"* -Reader's Digest

*"Expert on tech trends"* -Wall St Journal

*"One of the most celebrated business speakers and strategic innovation consultants"* -Public Relation Society of America

*"World's Leading Futurists"* -CEO Magazine

*"One of the best gurus on innovation and competitive advantage strategies to accelerate growth"* -European Commission

*"If you really want to know about business, refer to Scott Steinberg"* - Richard Branson

*"Outstanding performance"* -Gen CQ Brown, US Air Force

*"Top 20 Speakers: Strategy/Strategic Planning"* -KSI

*"One of the nation's top futurists"* -FOX

*"Leader of the future"* -Management Today

*"Top 25 Motivational Speaker"* -eSpeakers

*"Impressive work: Person of huge influence"* -Authority

*"One of sector's most prominent experts"* -GSMA

*"Brand marketing expert"* -Forbes

*"Top-ranked international speaker"* -Arabian Business

*"Leading business strategist"* -Corporate Counsel

---

## Videos





---

## Scott's Topics

### Think Like a Futurist 2030: How to Spot & Adapt to Tomorrow's Trends Today

Think quickly – in an age of growing uncertainty and disruption, the future is coming on fast! With emerging trends like AI, automation and quantum computing quickly reshaping tomorrow's business world, organizational leaders need practical tools to adapt to new realities, capitalize on emerging opportunities, and prepare for change management more rapidly than ever. In this high-energy, high-impact session, celebrity futurist keynote speaker Scott Steinberg – hailed as the World's Leading Business Strategist – reveals how to stay one step ahead of cutting-edge technologies, societal shifts, and global trends that will define the coming decade. A crash course in how to innovate and future-proof any business, attendees will discover what it takes to successfully adapt, whatever tomorrow brings.

**Available:** In person, Virtually

### **Leading With Change & Innovation: Find New Opportunities and Grow Your Business**

Amid rising inflation, skyrocketing geopolitical volatility, and growing economic uncertainty, even the most successful organizations find themselves facing a growing unpredictability in business. Luckily, as today's most successful leaders know, a few simple shifts in strategy and thinking are all it takes to stay one step ahead of the curve – and build a more future-ready and resilient business that's better equipped to tackle tomorrow's increasingly disruptive market. Discover how small changes in approach and slight shifts in tactics can help you drive breakthrough results in this dynamic and engaging talk from Scott Steinberg, one of today's most renowned innovators and C-level management consultants. Attendees will learn what it takes to chart a more future-proof path to success despite disruption and consistently get ahead of the competition – no matter what tomorrow brings.

**Available:** In person, Virtually

### **The Future of AI & Machine Learning: Turning Artificial Intelligence Into Competitive Advantage**

Artificial intelligence (AI) and automation are transforming industries across the globe, and with every day, the scale of their impact is becoming even more pronounced. Among the most transformative leaps in technology that we'll see in our lifetimes, futurist keynote speaker Scott Steinberg explains how new advancements are redefining entire sectors and opening new frontiers for research and innovation. What do all these cutting-edge advancements mean for the future of work, executive leadership and operating strategies, though? How can you tap into AI to build competitive advantage? And what roles will man and machine play in tomorrow's business world going forward? Discover how you can leverage these groundbreaking new solutions to thrive in the new normal – and stay one step ahead of the curve!

**Available:** In person, Virtually

### **Create a Culture of Leadership, Innovation & Creativity**

People are today's most valuable asset – and leadership strategy is among the most crucial elements in driving creativity and innovation within any company. Through the lens of actionable examples and best practices in leadership development and employee experience, world-famed celebrity keynote speaker and futurist HR consultant Scott Steinberg reveals how to unleash a culture of creativity, encourage smart risk-taking, and unleash disruption. Attendees will discover how to empower teamwork, promote collaboration, and leverage the power of workforce innovation and workplace strategy to identify breakthrough ideas that can help any company build a lasting competitive advantage.

**Available:** In person, Virtually

### **Intelligent Enterprises & the Future of Business: Adapting to the Age of AI and Innovation**

Emerging technologies such as AI and automation coupled with rising uncertainty and shifting market dynamics are fundamentally reshaping business operations. In this high-impact, high-energy presentation, 21st Century Icon and futurist keynote speaker Scott Steinberg examines how artificial intelligence, machine learning, and automation are transforming everything from customer service to strategic decision-making.

From the rise of decentralized workforces, to the evolution of customer expectations and the increasing importance of sustainable business practices, you'll discover how successful organizations are adapting to today's most impactful changes – and preparing for a future where agility and innovation are more crucial than ever.

**Available:** In person, Virtually

### **Make Change Management Work for Your Business**

Today's competitive landscapes and best practices shift faster than ever – as do marketplaces, workforce innovations and technology trends. But no matter how much disruption you're dealing with, you can empower teams and individuals to adapt to paradigm shifts, improve organizational learning, and boost productivity more rapidly with these proven new approaches to leadership, technology and disruption. Bestselling business author and consultant Scott Steinberg reveals how to make change management work for you, ingrain innovation and creativity in your business, and which best practices and leadership pillars you can implement to breed a culture in which adaptability, resilience and creative thinking thrive.

**Available:** In person, Virtually

### **The Future of Work and Employee Experience**

Tomorrow's workplace is being radically transformed by new innovations in technology, remote work practices, and evolving employee expectations. In this crash course on the future of work, including remote and hybrid operating strategy solutions, famous keynote speaker and futurist Scott Steinberg reveals how automation, AI, and digital transformation tools will redefine the future of teamwork, collaboration and employee experience. Upskilling, reskilling, continuous learning... it's all here, as business leaders discover how to unlock competitive advantage by leveraging best practices in employee well-being, productivity, and engagement. Leaders will learn how to adapt corporate cultures to be more flexible and resilient.

**Available:** In person, Virtually

### **Generation Next: How Gen Z, Alpha and Beta Will Transform the Future of Business**

Today's multigenerational workforce consists of several generations — Baby Boomers, Generation X, Millennials (Gen Y), Generation Z, etc... and Gen Alpha and Beta are just around the corner. Each cohort has unique characteristics shaped by the socio-economic and cultural conditions... and has radically different expectations in terms of consumer behaviors, employee experiences and employer branding efforts. Here, 21st Century icon award-winning futurist keynote speaker Scott Steinberg reveals how to better communicate across, connect with and engage every group – and how simple shifts in leadership and management style can help you boost teamwork, improve communications and enhance productivity.

**Available:** In person, Virtually

### **Customer Experience Essentials: Cracking the Code on CX Innovation**

In an increasingly competitive market, customer experience (CX) has become a key differentiator. Here, you'll discover how to leverage new technology such as AI, automation and data analytics to create more hyper-

personalized, customized and engaging experiences for your customers. Futurist keynote speaker and 21st Century Icon award-winner Scott Steinberg explains how to leverage tools like AI-powered product recommendations, augmented reality (AR) and virtual reality (VR) to enhance every exchange. You'll learn how to foster customer loyalty and drive business growth using the power of design thinking, innovation and disruption to reinvent tomorrow's products, services and business solutions.

**Available:** In person, Virtually

### **Mastering Digital Transformation: How to Give Your Business a Future-Ready Upgrade**

Digital transformation remains critical for any organization looking to keep up with changing markets, consumer trends and employee expectations. With businesses across every sector undergoing AI, automation and technology-powered overhauls, world-renowned keynote speaker Scott Steinberg explains how to leverage solutions like the Internet of Things (IoT), Big Data, blockchain tech, cybersecurity and cloud apps to drive innovation. Tune in to find out how to enhance customer experiences, streamline operations, and create new products and services... and how to build a culture of innovation, agile workflows, and data-driven decision-making.

**Available:** In person, Virtually

### **What's the Future of... Finance, Insurance, Healthcare, Education, Law, etc.**

What will tomorrow bring for your industry? Throughout a series of energetic and inspiring presentations, one of today's top technology futurists and business strategists shows industry leaders in every field - e.g. finance, healthcare, insurance, retail, etc. - which trends promise to transform the sector(s) in which they operate, as well as how to stay competitive and boost productivity and performance by leveraging cutting-edge tools and strategies for staying ahead of the curve. Through market research, professional development techniques and practical, real-world insights, attendees will learn to recognize and act upon the benefits and opportunities that emerging trends and technologies create. Built to empower modern professionals, a range of dynamic discussions and workshops shows how to tap into the power of change and high-tech innovation to build a lasting foundation for professional advancement and growth.

**Available:** In person, Virtually

## **Testimonials**

“

Thank you so much, Scott! Your session received accolades... and your advice was spot on. So many references to your insights throughout the day!

**Erin Lenox**

Head of National Markets

*Blue Cross Blue Shield of Massachusetts*

“

Thanks for sharing all your wisdom and knowledge – our Association Executives Council members were very complimentary about your program: Lots of good information! It was a pleasure working with you and I certainly hope that our paths cross again soon as well: You are a gem.

**Patricia Lilly**

Chief Thought Leadership Officer  
*National Association of Wholesaler-Distributors*

“

Fantastic keynote! It was riveting... I really enjoyed the speech and people were talking about it for the rest of the conference. Mission accomplished!

Editor-in-Chief  
*Hospitality Technology magazine*

“

Amazing speech... I think your lecture is so valuable and relevant, I am sure many people took a lot of takeaways – I did!

**Zohar Tadmor Eilat**

Chief People Officer  
*Cellebrite*

“

Scott was wonderful and gave such an engaging presentation to our attendees. He also helped us reach newer audiences in our diverse membership base – thank you so much!

**Christine DeJoy**

VP of Communications  
*CEDIA*

“

Thank you very much for your participation in the program, we are really appreciative to have you as such a firm anchor and brilliant host and moderator, you help us to wrap the whole program up as a really professional package.

Strategic Program Lead  
*Mastercard*

“

Scott's presentation was inspiring and insightful. His deep understanding of the legal landscape combined with his dynamic speaking style kept the audience engaged, and his ability to address complex topics with clarity and enthusiasm left a lasting impression. He delved into the intersection of AI, technology and law, emphasizing the need for legal professionals to fearlessly embrace innovation while acknowledging the challenges posed by the digital era.

**Sherman Humphrey**

Senior Global Practice Manager  
*JAMS*

“

Amazing job this week, another killer delivery... we've heard nothing but great things about the sessions and your contributions, and rave reviews from clients, internal and external – thanks again!!

Director of Product Management  
*Mastercard*

““

Thank you for an extraordinary conference at our IT Security Solutions Event in the Dominican Republic. Your expertise, eloquence and knowledge touched our audience and enhanced their experience.

**Jose Enrique Valdez**

President  
*Asystec*

““

Great job with your presentation today – the content was interesting and the delivery was well-executed!

Managing Director  
*The True Life Companies*

““

On behalf of NAPFA and the Planning Committee, thank you for presenting at the National Conference last month. With all the positive feedback we've been receiving, it is clear that our success would have never been possible without your valuable contribution. Our sincere thanks to you for helping make our event such a success!

**Ana Daly**

Conference & Events Coordinator  
*Nat. Assoc. of Professional Financial Advisors*

““

Scott's opening keynote session at our conference was not only relevant and informative, but extremely engaging! He captured the audience's full attention as he shared his insights on cultivating tomorrow's solutions, fearlessly innovating and adapting in order to succeed during unpredictable times. We had a lot of great feedback from attendees and it was the perfect way to kick off the event!

**Amy Williams**

Conference Producer, Corporate Counsel  
*ALM*

““

Thank you for an awesome opening keynote presentation! It was great to explore the future of AI through your innovative lens!

*Commercial Integrator Expo*

““

A highlight of the event... stressed the importance of anticipating change in the commercial construction industry and utilizing technology, innovation and imagination to affect change.

*Floor Covering News*

““

It was a pleasure to have the opportunity to learn from your keynote presentation in addition to the fireside chat. We covered some really interesting topics and provided a great session for the executives in the room.

**Pete Londa**

President & CEO  
*Tantalus Systems*

“

Out of hundreds of opening intros, that's the best I've ever heard... I'm going to have to take you on the road with me!

**Guy Kawasaki**

Chief Evangelist Canva and author, *The Art of the Start*

“

Thanks for the motivating and insightful presentation. The team thoroughly enjoyed the presentation message, content material, and professional delivery. Great job!

EVP, Manufacturing and Engineering Operations  
*MaxCyte*

“

Thank you, Scott! It was an honor to host you and kick off the conference with such a great lecture. Your insightful presentation set the tone for the entire event, and your expertise and passion were evident in every word you shared. Our attendees were captivated by your knowledge and inspired by your ideas. Once again, thank you for your exceptional presentation. We look forward to future opportunities to collaborate and learn from your expertise.

**Ella Ben Or**

Global Organizational Development and Learning Director

“

I had the pleasure of hearing Scott speak and could not have been more impressed with him. From how he interacts with his audience to really knowing all about trends and global culture to being a master of delivering and leading interesting and innovative discussions. He's a down-to-earth, very intelligent consultant who never talks down to his audience + motivates them to get excited about thinking about how to connect brands with customers. He's a gem!

**Lori Bring**

SVP Talent Acquisition  
*Omnicom*

“

Scott Steinberg's Think Like a Futurist program is a must-experience for any business leader interested in managing change in this post-pandemic environment. Scott's insights into uncertainty, innovation, disruption, and trends analysis are critical for any business venture, present or future. Before seeking your own path to growth and wealth, avail yourself of Scott's wealth of knowledge and insight.

**Bob Henderson**

EVP  
*Associated Equipment Distributors*

“

Thank you so much for sharing all your wisdom and knowledge - we really appreciate your contribution to the success of our meeting! Our Association Executives Council members were very complimentary about your program: Lots of good information! It was a pleasure working with you and I certainly hope that our paths cross again soon as well: You are a gem.

**Patricia Lilly**

Chief Thought Leadership Officer  
*National Association of Wholesaler-Distributors*

“

Thanks again for a great speech - you exceeded our expectations!

Manager of Financial Operations  
*Starnet Commercial Flooring*

“

The information was really fantastic! And I appreciated all the audience questions – a good sign of engagement!

Senior Organizational Development Manager  
*Stratasys*

“

Scott breaks the big future picture down into digestible immediate and future actions.

**Don Kilbourne**  
Founder  
*Flooring Financial*

“

Scott delivered a clear, insightful, and stimulating presentation on the impact of future technologies and how to navigate them. I enjoyed the talk and the ensuing workshop discussion was an enjoyable way to explore learnings in the context of our business. I was thoroughly impressed by the quality of Scott's presentation (e.g. beautifully articulated, seamless flow, succinct and cogent messages with storytelling and a dose of humor). I have seen many talks and I think that Scott is a truly excellent speaker.

**Jason Papademetriou**  
Cell Engineering Scientist  
*MaxCyte*

“

Fantastic work! Thank you, Scott, for the thought-provoking discussion on business innovation, career leadership, and the future of work. My team and I are grateful to you for sharing your insights and reflections.

**Murli Buluswar**  
Analytics Executive with 25+ Years Experience

“

Scott illuminates an anticipatory and aspirational path for the future which starts today – ready or not. Very helpful.

**T. J. Donohue**  
Of Counsel  
*Killian & Donohue*

“

Scott's speech was an eye-opener for EMC. Insights from his talk, specifically his comments on how to build and foster an innovative culture, and research he covered regarding game-changing innovation in large enterprises, enabled us to spark change and innovation on a global scale. As a keynote speaker for thousands of EMC employees, customers, and partners, and in intimate conversations with top executives, Scott was a dynamo. I highly recommend him to any company interested in building innovative culture, disruptive problem-solving approaches or positive change in their organization.

**Calvin Smith**  
Principal Manager, Global Innovation & Marketing  
*Dell EMC*

“

In a world of progressive, emerging technologies and automation, Scott's speech couldn't have been timelier. He understood the nuances of our industry and tailored the talk perfectly. Scott was a pleasure to work with and we would recommend him wholeheartedly to anyone searching for a vibrant and thoughtful speaker.

**Debi Hamill**

CEO

*International Association of Outsourcing Professionals*

“

Scott delivered an inspiring keynote session on 'Innovation in the New Era of Smart' at the IBM BusinessConnect event in Dubai. His speech was thought provoking, coherent and succinct, backed by real world innovation examples from his consulting experience. It was one of the best sessions that I have ever attended, and he held the audience engaged throughout his session. I highly recommend Scott for key note sessions on Innovation and Business Strategy.

**Logan Vadivelu**

Worldwide Smarter Process Solutions Leader

*IBM*

“

With over a hundred Russian agency and marketing executives attending, Scott's Leading with Innovation presentation at our Microsoft Advertising event in Moscow provided pertinent insight into the challenges facing one of the fastest-changing industries out there: online advertising. Drawing on a wealth of case examples and industry research, Scott's arguments underpinning the need to espouse the mantra of innovation in business hit the mark. With a high level of energy, pace and a healthy dose of good humor, Scott captured the audience's attention and helped contribute to a really rewarding event. We're already planning the next one...

**Bela Papp**

*Microsoft Advertising CEE & MEA*

“

Scott is a polished speaker with the ability to inspire leaders and help them connect innovative ideas with practical business solutions that they can implement into their operations to drive immediate change and growth.

**Jason Barnhart**

Director

*Prof. Development, Public Relations Society of America*

“

We greatly appreciate the time you spent with our organization. Your discussion points were very relevant. The topics resonated throughout the organization and we have received great feedback. You were able to give us functional guidelines and tools on how to create change. The presentation was engaging, entertaining and thought provoking, even in a virtual format!

**Stephen Hawco**

Sr. Project Engineer

*CNOOC International*

“

We invited Scott to participate in a high profile management training course at our company. His involvement included contributing to the development of the content as well as delivering his message on video. The outcome was spot-on - not only by infusing his brand of knowledge and expertise but by energizing and challenging the participants. His messaging was relevant and relatable. Aside from this, he is one of the most professional and easy to work with collaborators I

have ever dealt with.

Sr. Producer  
*OptumRx*

“

Best session so far.... It was insightful and encouraged action [combined] with practical advice. I very much appreciated the multiple tips to help exercise judgment on organizations' current state and questions to ask directly of boards/employees. It offered informative, tangible takeaways. Fabulous – 4.9 out of 5 stars!

*National Association of Corporate Directors*

“

As a technology company searching for the new normal in this new world of COVID-19, Scott's insights and business acumen were a perfect match for our company. Coming off of a year full of uncertainty our team was both inspired and excited for what lies ahead. Looking to challenge the status quo and inspire a new level of thinking? I highly recommend engaging Scott for a strategy specifically tailored for you.

**Bill Fons**  
EVP  
*Promotion Technology Group*

“

An expert speaker and facilitator of executive board retreats, Scott comes highly recommended for senior leadership events and programs. His high-impact, high-energy presentations offer a wealth of ideas, inspiration and insights...

**Dr. DeWayne McCamish**  
President  
*American Association of Orthodontists*

“

Scott did a fantastic job encouraging our company's business leaders excitement and curiosity in changing technologies. His message was perfectly on point.

**Tom Bauer**  
CIO  
*Hagerty*

“

Scott was a dynamic, to-the-point speaker. His real world examples of how companies can innovate in small, yet impactful ways, was refreshing and well-timed. In the field of corrections, we often are stymied by the daunting path of system reform. After hearing Scott speak, many of our staff began to rethink the go big or stay home approach and began to brainstorm small, innovative ways to improve the criminal justice system.

**Dr. Brian Lovins**  
*Harris County CSCD and American Probation & Parole Association*

“

Scott spoke and was a tremendous success! His wealth of professional experiences translated into truly engaging stories that helped apply the rich content of his book into practical, useful and actionable steps. Participants thoroughly enjoyed Scott's warm and engaging personality, along with the tools he recommends for overcoming fear and effectively competing in today's ever-changing work environments.

**Lawrence Chomicki Jr.**

Treasurer  
*Association of Change Management Professionals*

“

I wholeheartedly recommend Scott as a speaker and presenter. He recently gave a keynote address and received high marks from the audience, and brought home to them the importance of creating a culture to implement change. He was easy to work with in developing content, able to build his presentation to fit our audience, professional, and engaging.

**Liz Whitney**

Senior Manager, Education & Meetings  
*International Warehouse Logistics Association*

“

Scott is a top-notch thinker, strategist, and advisor. After just a brief conversation about potential applications to the nonprofit sphere, I left with a toolbox of strategies to test and new ways of thinking. Scott is very insightful, down-to-earth, and clearly passionate about what he does.

**Kristin Boehne**

Manager Strategic Projects  
*United Way*

“

Scott delivers a clear and succinct study of industry trends and winning company cultures. His strengths are that he delivers “in the moment” information and examples of pertinent industry issues that resonate well with the audience. I expect to see Scott back at LifeNet Health talking at our various company forums.

**Rony Thomas**

President & CEO  
*LifeNet Health*

“

Scott’s session was very well-received by our attendees. He was our closing keynote speaker and his motivational message about driving change through innovation and growth was a perfect way to end a successful event!

*California Bankers Association*

“

Scott is a fantastic speaker. He energizes the audience and he is relevant with his message.

**RD Whitney**

Executive Director  
*The Institute of Finance and Management*

**Books**



## CUSTOMER EXPERIENCE: THE ULTIMATE GUIDE™

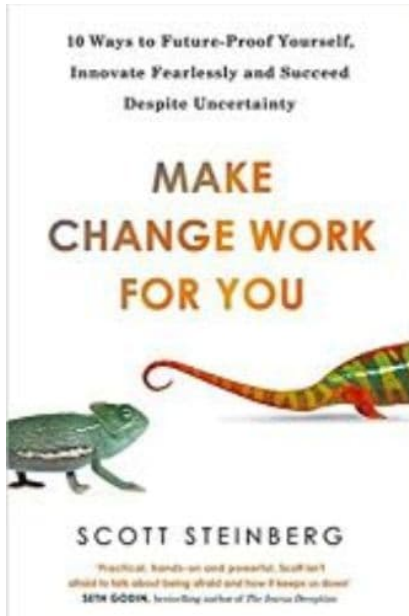
HOW TO DESIGN MUST-SEE CUSTOMER EXPERIENCES,  
INSPIRE BRAND LOYALTY, AND GET AUDIENCES TALKING

**SCOTT STEINBERG**  
BESTSELLING AUTHOR OF *THINK LIKE A FUTURIST™*

DELIVER AWARD-WINNING EXPERIENCES  
AND CUSTOMER SERVICE

## Customer Experience: The Ultimate Guide™

Customer Experience: The Ultimate Guide™ is all about redesigning business, customer service and brand to be more engaging, including using AI + Robotics etc.



## Make Change Work for You: 10 Ways to Future-Proof Yourself, Fearlessly Innovate, and Succeed Despite Uncertainty

Make Change Work for You shows how to reignite your career, rekindle creativity, and fearlessly innovate your way to success by providing the tools needed to master uncertainty and conquer every challenge in life or business.

BUY THE BOOK

"Clearly explains key principles and defines a structured process that can help anyone learn to see what's coming next."

—Trip Hawkins, Founder, Electronic Arts

2022 EDITION: **THE NEXT NORMAL™ – BUILDING A POST-PANDEMIC FUTURE**  
INCLUDES ALL-NEW STRATEGY GUIDES AND BONUS CHAPTERS



## THINK LIKE A FUTURIST™

HOW TO PLAN AROUND UNCERTAINTY AND  
FUTURE-PROOF YOUR BUSINESS

BY  
**SCOTT STEINBERG**  
BESTSELLING AUTHOR OF *MAKE CHANGE WORK FOR YOU™*

## Think Like a Futurist: How to Plan Around Uncertainty and Future-Proof Your Business

EARN TO SEE TOMORROW, TODAY Think quickly – the future is coming on fast! In Think Like a Futurist, you'll not only learn how to thrive in an age of constant disruption by embracing a simple, straightforward model that anyone can use to make better decisions. You'll also discover how to consistently get ahead in uncertain times by applying the same skills and strategies that today's top market leaders use to spot opportunities before rivals can react. A crash course in how to innovate and future-proof your business or career, Think Like a Futurist reveals how you can stay one-step ahead of tomorrow's marketplace – and one step ahead of the curve.

BUY THE BOOK

## Speaker Bureaus And Talent Agencies

Scott Steinberg is available to book via these agencies

✔ **Recommended**



Speaking Agency