

keynote **speaking** & presentations

Marie R. Miyashiro, APR

International Keynote and Plenary Speaker
Collaboration, Change and Communication
Empathy in Business Thought Leader

AUTHOR

**The Empathy Factor - Your Competitive Advantage for
Personal, Team, and Business Success**

**The Change Handbook – The Definitive Resource for Today’s
Best Methods for Engaging Whole Systems: Chapter on
Integrated Clarity Process**

EXPERIENCE

- Over 30 years with corporate, university, nonprofit and government agency clients
- Certified in Planning - International Association for Public Participation
- Accredited Counselor – Public Relations Society of America
- Northwestern University – Bachelor of Science in Communication Studies with Emphasis in Organizational Communication
- Mentor – Masters in Organization Development program, Bowling Green State University



KEYNOTE AND PLENARY SPEAKING

**L'Oréal Asia Pacific Zone Retail
Conference – Hong Kong**

**EVE Women's Leadership
Conference – Shanghai**

**Association of Partners for
Public Lands Convention – Las
Vegas**

**University of Arizona College
of Fine Arts – Tucson**

**Arizona Department of
Transportation - Phoenix**

**Making Collaboration Real
Conference - San Francisco**

**Hawaii Government Employees
Association Annual Convention
– Hawaii**

LEAP to HIGHER GROUND

The Power of 3 C's Communication, Collaboration, Change

Marie speaks, writes and consults on practical empathy, communication, collaboration and change on teams and in organizations. Guiding leaders and employees for decades, Marie, her team and the field-tested approach she developed, Integrated Clarity®, transform workplaces bottom up and top down. They make the leap from mistrust, missed opportunities and “power plays” to higher ground... a place bringing out the best in people and their best thinking together... where new directions and insights map out into results – smoother productivity, smarter success, increased innovation, a higher calling at work. Recognized internationally as a thought and practice leader in the field of empathy at work, she designs and facilitates uncommonly transformative and enjoyable conversations in onsite, virtual and digital settings.

“Marie designs and delivers world-class interactive keynote presentations and workshops. The depth of her understanding of organizations and people combined with her ability to find constructive and creative solutions is amazing. She exceeded our audience expectations in Hong Kong, Toronto and Montreal by teaching game changer skills and inspiring personal transformation. We were engaged!”

Roselyne Lecuyer, Learning Director - L'Oréal, Paris, France

“Skilled, knowledgeable, brave, honest, insightful – Marie inspires and engenders change!”

- Pat Hastings, LCSW, - Kaiser Permanente, San Francisco, CA

Her book, *The Empathy Factor – Your Competitive Advantage for Personal, Team, and Business Success*, was published by PuddleDancer Press in 2011. It has been translated into French, German, and Dutch with the Chinese translation scheduled for 2016.

The foreword is by Jerry Colonna, a top financier for the new economy. Endorsements include Jim Hayes, former publisher of FORTUNE magazine. Marie's process, Integrated Clarity®, is featured in *The Change Handbook – The Definitive Resource on Today's Best Methods for Engaging Whole Systems* in a chapter co-authored with Marshall Rosenberg, Ph.D., developer of the Nonviolent Communication process. Over two dozen partnering and communications awards working with Fortune 500 clients, nonprofits, unions, universities and government agencies.

**L'Oréal Worldwide - Keynote Presentation
May 25, 2015 - Toronto, Ontario, Canada**



Harvard Business Review "Corporate Empathy is Not an Oxymoron" (Jan. 2015)

Setting the Stage for Empathy

• One of the books I first recommended that everyone read, when I first got on, was Nonviolent Communication by Marshall Rosenberg, which used to be able to say, look, let us make sure we are empathetic to each other's needs, because it requires [this]."

SATYA NADELLA - CEO, MICROSOFT

• "Empathy is not a soft nurturing value but a hard commercial tool that every business needs as part of their DNA. Our aim is to make every customer interaction our customers have with us an individual one."

RENE SCHUSTER - FORMER CEO, TELEFONICA GERMANY

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*L'Oréal - Keynote Presentation - Asia Pacific Zone Retail Conference
September 7, 2015 - Hong Kong*



L'ORÉAL
LUXE

Asia Pacific

Workshop Presentations and Strategic Planning Facilitation

*L'Oréal Worldwide
September 9, 2015 - Hong Kong*



*University of North Dakota - Task Force Facilitation,
September - December 2014 - Grand Forks, North Dakota*



Keynote, Plenary Sessions & Book Signings



*Association of Partners for Public Lands
Conference Keynote Speaker
March 6, 2012 - Las Vegas, Nevada*



*EVE Women's Leadership Conference
Book Signing
Plenary Speaker & Workshop Leader
July 21, 2015 - Shanghai, China*



**Keynote Speaker & Training - Arizona Department of
Transportation April 1, 2013 - Phoenix, Arizona**



**General Assembly Speaker: Making Collaboration Real Conference
March 2011- San Francisco, California**



**Fall Convocation Keynote - University of Arizona College of Fine Arts
August 20, 2004 - Tucson, Arizona**



THE UNIVERSITY OF ARIZONA
College of Fine Arts

**General Assembly Speaker - Hawaii Government Employees
Association Annual Convention 1998 - Kona, Hawaii**





REFERENCES:

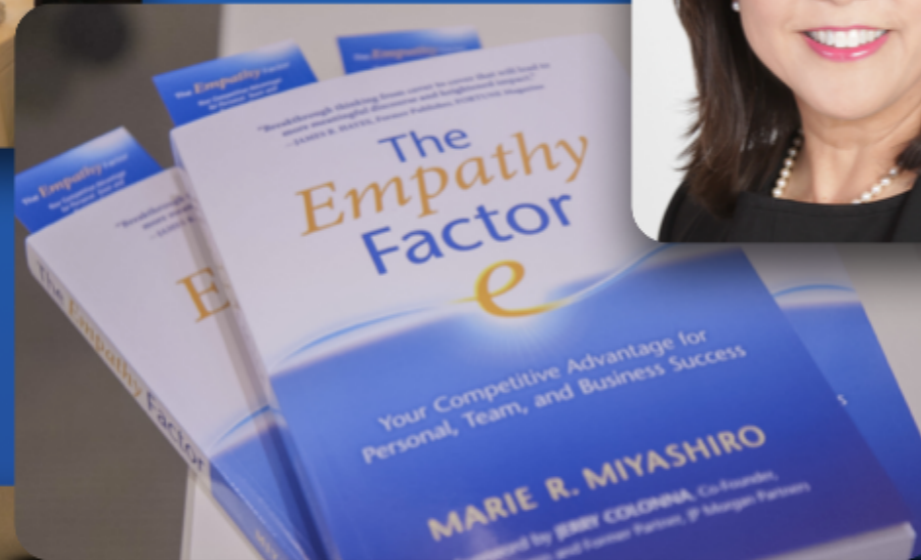
Teresa Welborn - *Partnering Administrator, ADOT Office of Partnering - Phoenix, AZ*

Linda Ritter - *Senior Community Relations Officer - ADOT - Tucson, AZ*

Roselyne Lecuyer - *Learning Director - L'Oréal Worldwide - Paris, France*

Heidi Chan - *Head of Retail Dev. APAC Luxe & L'Oréal - Hong Kong*

John Crawford - *President, International Council of Fine Arts Deans / Dean, College of Fine Arts, Kent State University - Kent, OH*



Live Audience Interaction

Collaborate



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Instant
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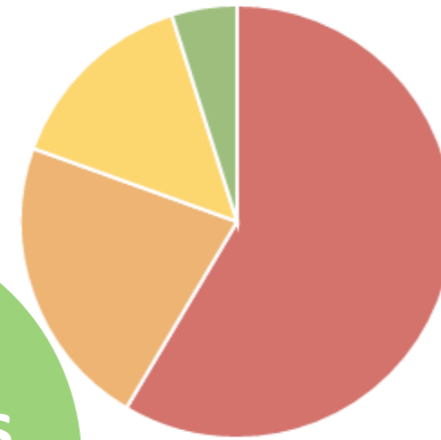
All Voices
Heard

ENGAGE



Used technology like this before?

duration: 00:01:23



- Never - 59%
- A Little - 22%
- Sometimes - 15%
- A Lot - 5%