



Marilyn Suttle's Bio

Marilyn Suttle is the CEO of Suttle Enterprises LLC, a personal and professional growth training firm, through which she has presented training workshops and keynotes to thousands across the country. Her client list includes Fortune 500 companies such as Ford Motor Company, Pfizer Corporation, and Visteon, as well as associations such as the, the American Cancer Society and the Association of Realtors; educational institutions like the University of Michigan; and small to mid-sized companies in advertising, financial and health care industries. Suttle is the Immediate Past-President of Michigan Chapter of the National Speakers Association. She graduated from the University of Michigan with a bachelor's degree in Information Systems.

Suttle has published over 100 articles in her life-balancing newspaper column for The Observer & Eccentric (Farmington Hills, Michigan) and has written approximately 70 customer service articles and has been quoted in a variety of publications, including the Miami Herald and Personal Excellence Magazine. She is a frequent guest expert on "The Financial Survival Series" on Detroit ABC affiliate, WXYZ-TV news. She lives in Novi, Michigan. Learn more her at www.MarilynSuttle.com.

SPEAKER, AUTHOR, COLUMNIST, ENTREPRENEUR

- CEO of Suttle Enterprises, a personal & professional growth training firm based in the metro-Detroit area.
- Coauthor of "Who's Your Gladys?" How to Turn Even the Most Difficult Customer into Your Biggest Fan," Contributor to a variety of business and family relationship improving booklets, and audio programs
- Newspaper columnist for the Observer-Eccentric Newspaper for over eight years. Published and/or interviewed in a variety of print including the Miami Herald, Personal Excellence Magazine, and Ladies Home Journal, to name a few.

- Frequent guest expert on the Financial Survival Series for ABC affiliate WXYZ TV news.
- Popular keynoter, coach, trainer and retreat facilitator for businesses, associations, and individuals for over 15 years and is asked to come back year after year.
- Past-President of the National Speakers Association - Michigan Chapter and past Member of the Year.
- Writes and distributes “Life in Balance” newsletter filled with human potential tips and tools for a happier more productive work and personal life.
- Co-creator of the culture-changing customer service blog: www.WhosYourGladys.com and newsletter.

More Detailed Bio:

Marilyn Suttle is the Founder and President of Suttle Enterprises, a personal and professional growth training company based in metro Detroit, Michigan. She currently travels the country sharing her expertise in customer service, relationship skills, and emotion management. As the co-author of “Who’s Your Gladys? How to Turn Even the Most Difficult Customer into Your Biggest Fan,” she has interviewed CEOs, top managers and front line staff at companies in a wide range of industries. The book’s research revealed techniques and tools that companies of all sizes can use to significantly enhance their client relationships and grow their sales revenue.

With over 15 years experience as a work/life success coach, Marilyn teaches her audiences how to manage customers and other people in their lives; how to manage their emotions to maximize their success; and how to live happier and more well-balanced lives. Participants in her workshops develop and maintain skills that



significantly enhance both their work lives and their home lives, producing long-lasting results. Marilyn has been hired by a diverse group of clients from Fortune 500 companies such as Ford Motor Company, Pfizer Corporation, and Visteon; educational institutions like the University of Michigan; associations such as the American Cancer Society and the National Association for Child Abuse Prevention; and small to mid-sized companies in advertising, financial and health care industries.

Marilyn is a syndicated newspaper columnist, author, and frequent radio and talk show guest. She frequently appeared as a guest expert on the “Financial Survival Series for ABC Detroit affiliate WXYZ television news. Her relationship strengthening expertise has been featured in a syndicated newspaper column for the Observer Newspapers, and she has offered advice in the Miami Herald, Personal Excellence Magazine, Rising Women Magazine, and Ladies Home Journal, to name a few.

A popular keynoter, trainer and retreat facilitator, Marilyn is asked to come back year after year. Using humor and experiential learning activities, she’s been known to fold her laundry on stage while helping managers overcome resistance to delegating. Her interactive programs take a unique and personalized approach to customer service, getting to the heart of how to respond using emotion management skills to create long-term connection. She also provides do-able, realistic ways to bring out the best in even the most difficult customer and resolve customer conflicts with ease. Her relationships enhancing skills are also directed inward to release personal stumbling blocks and improve family/parent-child relationships.

Marilyn is coauthor of the new book, “Who’s Your Gladys? How to Turn Even the Most Difficult Customer into Your Biggest Fan” released through AMACOM Books, New York. It’s received rave reviews from prominent business leaders. She contributed to “The Better Bottom Line: Skills and Strategies to Develop Your Business” and has created several e-books and audio programs, including “30 Days to Exceptional Customer



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REV. 18JUN09

Service,” “From Stress to Success: Seven Secrets for a More Balanced Life,” and a variety of parenting resources for better relationships at home.

As a work/life coach, Marilyn uses a process called the Option Method to empower leaders to be their own best expert through a series of dialogs that expose and dissolve self-limiting beliefs and behaviors that interfere with goals, productive relationships and success. Option work helps individuals create happier, more productive and well-balanced lives.

Marilyn recently completed her term as the President of the National Speakers Association, Michigan chapter.