

Nicholas J Webb

Top Keynote Speaker on Innovation, Healthcare, Leadership, Workforce and Customer Experience

Please contact a GDA agent for information.

Topics

- Business Growth / Strategy / Trends
- Customer Relations
- Futurists / Trends
- Healthcare
- Innovation / Creativity
- Leadership
- Professor
- Science
- Thought Leader

About Nicholas J Webb

Nick Webb is a number one best-selling author and is one of the most popular Innovation, Healthcare, Future-trends, and Customer Experience Speakers in the world. Nick is the CEO of LeaderLogic, LLC a Management Consulting Firm that provides consulting services to the top brands in the world. Nick works shoulder-to-shoulder with boards of directors of multibillion-dollar companies to assist them in building future-ready organizations.

Nick began his career as a successful technologist creating award-winning innovations in healthcare, consumer, and industrial technologies. He has been awarded over 40 Patents by the U.S. Patent Office for various landmark technologies. Nick is also a prolific best-selling author that has been published by many prestigious publishers. Nick is the author of What Customers Crave, The Innovation Mandate, What Customers Hate, Happy Work, and his number one bestselling book, The Healthcare Mandate.

Nick has served as a Chief Innovation Officer and an Adjunct Professor at a top medical school. Nicholas was awarded his Doctorate of Humane Letters (hon.) for his contributions in healthcare.

Additionally, Nick is also the Producer and Host of the Award-winning Documentary Film, "The Healthcare Cure", the film was released in 2021 and won the Sedona International Film Festival's "Audience Choice Award", Most Impactful Film.

As a Keynote Speaker with a humanistic, smart, and fun presentation style, Nick has also been listed as one of the top Keynote Speakers in the World.

Select Keynotes

- **Healthcare: The Impact of Chaotic Innovation in Healthcare**

Healthcare has transitioned from Disruptive Innovation to a state of Chaotic Innovation. The overwhelming majority of organizations have not positioned themselves to thrive in the environment of Chaotic Innovation.

In his powerful keynote, Nick Webb provides a roadmap for the future of healthcare. Takeaways include:

- ◊ Mastering Technological Transformation in Healthcare
- ◊ Leveraging New Economic and Value Models
- ◊ Why Every Organization Needs to Drive a Culture of Happiness
- ◊ Delivering on the Promise of Patient Happiness
- ◊ Building Future-Ready Enterprise Strategies

- **Leadership and Culture: Building a Culture of Happiness**



We are living in a time of Chaotic Innovation that has changed virtually everything about how organizations drive sustainable growth. This includes the way in which we attract and keep mission critical talent. The best organizations in the world have implemented Happiness Strategies that are having an

amazing impact on organizational growth and sustainability. Takeaways include:

- ◆ How to Attract and Keep Mission Critical Talent
- ◆ Drive Sustainable and Predictable Enterprise Growth
- ◆ Significantly Improve Employee Productivity and Presentism
- ◆ Increase Returns on Strategy by Over 60%
- ◆ Build a Formal Happiness as a Strategy (HaaS) Plan
- ◆ Enjoy Transformative Leadership Impact

● **Innovation: Innovation is Out... Chaotic Innovation is In!**

In a time of massive change, organizations need to go beyond disruptive innovation and enter into the realm of Chaotic Innovation. By understanding the anatomy of Chaotic Innovation, your organization can enjoy significant new opportunities to drive growth and enterprise excellence. Learn the latest research on how the best organizations are leveraging new methods that go far beyond the outdated concept of innovation. Takeaways include:

- ◆ Becoming the "Keeper of Chaos"
- ◆ Out-Inventing the Competition
- ◆ Leveraging the Superpower of Innovation Agility
- ◆ Leading Your Market in Scalable Revenue Growth
- ◆ Getting Far Better Customer and Market Insights
- ◆ Leveraging Chaos to Find Incredible New Opportunities

● **Customer Experience and Service: The Power of Knowing What Your Customers Love and Hate**

Deep research shows that there is a new way to attract and keep the best customers in order to drive explosive revenue growth. In this powerful presentation, you will get actionable insights on how to understand and act upon what your customers hate and what they love. What you know about customer experience from just last year, is now completely obsolete. Takeaways include:

- ◆ Always Being the Customer's Best Choice
- ◆ The Anatomy of Lovers and Haters
- ◆ Getting Far Better Customer Insights
- ◆ Rapidly Increasing Revenue through CX Innovation
- ◆ Understanding the Five Touch Points
- ◆ The Four Quadrants of Revenue and What to Do About Them

Select Book Titles

- **2022:** What Customers Hate
- **2022:** Happy Work
- **2022:** Lucid Leadership
- **2020:** The Healthcare Mandate: How to Leverage Disruptive Innovation to Heal America's Biggest Industry
- **2019:** The Innovation Mandate-The Growth Secrets of The Best Organizations in The World
- **2018:** Innovation Leadership-How The Best Leaders Lead Innovation
- **2016:** What Customers Crave-How to create relevant & memorable experiences at every touchpoint
- **2014:** Breakers-Leading by Destruction in the Innovative Economy
- **2013:** Invent Stuff
- **2011:** The Digital Innovation Playbook: Creating a Transformative Customer Experience
- **2011:** The Innovation Playbook-A Revolution in Business Excellence
- **2003:** The Cost of Being Sick - Surviving the Healthcare Meltdown

Select Articles

- [2019 Hottest Event Keynote Speakers for 2019](#)

The right keynote speaker adds something special to your event. They take your message, repackage it and deliver it back to your people with an unmatched power and vigor. Bringing in an outside voice creates a nonreplicable spark and authority. Not only can they help you get your message across but they can help boost motivation, change their way of thinking and leave your people feeling energized and inspired.

- [World's Top 30 Customer Service Professionals for 2019](#)

Nicholas Webb is a world-renowned innovation thought leader and expert on customer experience design. His upcoming book "What Customers Crave" www.whatcustomerscrave.com/about-book/ outlines the new science of customer experience and how the worlds of innovation and customer experience design have now collided. Nicholas provides customer experience strategy, insights and training to some of the top brands in the world. Nicholas provides services to organizations across many industrial verticals including healthcare, guest services, call centers, retail, B2B. Nicholas is also one of the country's top keynote speakers on the topic of customer experience and customer service.

- [CX Master of The Month](#)

How the Best Brands are Destroying the Competition Through Disruptive Innovation

- [Healthcare](#)

True Subject Matter Expert Unlike many speakers that speak on the topic of healthcare. Nicholas is a world-renowned healthcare innovator that has been awarded over 42 patents by the US Patent and Trademark Office for a wide range of healthcare technologies. These technologies range from wearable medical devices to one of the world's smallest medical implants, to consumer and electronic innovations. In his landmark book, The Cost of Being Sick he predicted over 15 years ago the current state of healthcare. Today audiences are looking for real-world experts, not theorists.

- [Leadership](#)

There are four massive shifts that are occurring today that all leaders must leverage to drive sustainable growth and profit. These future trends when leveraged by the best business leaders will drive the best innovations, build exceptional customer experiences and create a culture that attracts and keeps the best talent including the all-important millennial talent. Top leaders will also leverage the power of Connection Architecture, Disruptive Innovation, Consumerization and Enabling Technologies to build superstar organizations.

- [Innovation](#)

Unlike many speakers that speak on the topic of Innovation. Nicholas is a world-renowned innovator that has been awarded over 42 patents by the US Patent and Trademark Office for a wide range of consumer, industrial and healthcare technologies. In his landmark book, The Innovation Playbook he created the framework for how to make innovations succeed in business. As a Senior Partner at Lassen Scientific, Inc. Nicholas provides consulting services to some of the best brands in the world giving him REAL experience in the REAL world of innovation and technology.

- [Customer Experience](#)

Studies have shown that while 80% of companies say they deliver "superior" customer service, only 8% of people think these same companies actually do deliver "superior" customer service. Let's face it, today most customer service programs are a disaster. Most organizations have been sold the promise that if they just use the right software, analytics tools, and processes they will be able to manage their customer relationships and deliver what the customer wants every time.

- [Breaking The Rules-Forbes Magazine](#)

While kicking around the possibility of getting into the toy business, entrepreneur Nicholas J. Webb found that industry experts felt that the best way to turn a profit was to create a toy that children would get sick of within a week or so. After their excitement over a new plaything had waned, they'd toss the toy and buy another one. www.hanztoys.com

Select Testimonials

"The best speaker out of all the years of our event!"

— April Love Marketing Service Manager

"Are you ready to take your creative ideas from "incremental" to 'disruptive' or even 'destructive'? Nick Webb just spoke to one of our teams and left the group inspired and eager to break our normal conventions. He's right when he says Innovation is not a bumper sticker – you have to do something to make it come to life."

— Cal Austin Regional Director / Pfizer Innovation

"At the risk of overstating Nick's talk, our event committee described Nicholas Webb's talk as a religious experience. Amazing talk."

– *Carla Lyons VP Marketing Lillibridge Healthcare Services, Inc.*

"Thank you so much for coming to speak to us this morning! I got raving reviews, including from the global head of R&D and head of quality, who were all in the room. You have really given people something to think and talk about. I look forward to seeing you at many future events! Safe travels home!"

– *David Lee Baxalta/SHIRE*

"Nicholas Webb's Keynote, "An Innovation Roadmap for Success" at TriZetto's Executive Innovation Forum during our annual healthcare conference was "spot on" and received "excellent" rating by all attendees. "

– *Dawn Maloney-Horn Director, Corporate Marketing, TriZetto Corporation, A Cognizant Company*

"His presentation was VERY well received!"

– *Jeanette F. , Director of Sales Operations / Cigna*

"His presentation was VERY well received. I heard many positive comments about not only the relevancy of the information, but the specific content and statistics he included."

– *Jeanette F. Director of Sales Operations Cigna*

"Nicholas really connected with our audience at SDL Innovate. He did a great job in preparation, and the audience could really understand how his message on how 'hackers' are reinventing the customer experience. It was a perfect motivator to get people to re-think how they connect and engage customers. Great job!"

– *Jeff Clark, VP, Global Marketing, SDL*

"The feedback that I received was very positive that you understood the directions of what is happening and will happen in the industry. People liked that you were forward thinking about changes but also brought it back to the customer experience."

– *Jessica Hess National Trainer / Managed Health Care-CAA*

"Nicholas's talk was right on point and very well received!"

– *Scott McGowan Vice President Marketing, Stratasys Direct Manufacturing*

"Nick Webb's ability to visualize and articulate disruptive and continuous innovations that are likely to transform a traditionally slow to adapt pharma industry stirred the anxiety emotions within the executive audience during the Avoca Quality Consortium Annual Summit in May 2015 yet generated a high-energy and inspiring atmosphere for the opportunity to advance the development of medicine."

– *Steven Whittaker Executive Director, Avoca Quality Consortium*

"After reading The Innovation Playbook, I couldn't wait to start my own Project X and neither will you. Nick Webb boldly debunks common myths about innovation and he's not afraid to use children, pumpkins, or massages to do it."

– *Susan Obermeier Association of Strategic Planners 2013 Co-Chair Speakers Committee*