

# Riaz Meghji

## Human Connection Expert | Author of 'Every Conversation Counts'

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### Topics

- Business
- Communication
- Customer Relations
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- Family / Relationships
- Influence
- Journalism / Literary / Author
- Leadership
- Motivation
- Networking
- Sales
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- Teamwork / Teambuilding
- TED-Talks



### About Riaz Meghji

Riaz Meghji is a human connection expert and author of the book “Every Conversation Counts: The 5 Habits of Human Connection That Build Extraordinary Relationships”. His insights have been featured in Fast Company, Harvard Business Review and Financial Post. After one conversation led him to take a dramatically different career path that changed his life for the better, he became dedicated to exploring the ways that authentic human connection can change lives and organizations.

In addition to being a respected thought leader and author on the topic of human connection, Riaz is also an accomplished broadcaster with 17 years of television hosting experience; he has interviewed experts on current affairs, sports, entertainment, politics, and business.

Riaz has hosted for Citytv’s Breakfast Television, MTV Canada, TEDxVancouver, CTV News, and the Toronto International Film Festival. He is a natural storyteller with a proven ability to conduct engaging, in- depth conversations across various disciplines.

Off-camera, Riaz dedicates himself to philanthropy and causes he cares about including Canuck Place Children’s Hospice and Covenant House. He holds a degree in business from Simon Fraser University and studied leadership communication at Harvard Extension School and the Canadian Management Centre.

### Select Keynotes

- **Every Conversation Counts: How To Build Extraordinary Relationships**

Long before the era of ‘quiet quitting,’ loneliness was a social pandemic in our society. In an age of polarization, disconnection, and shallow substitutes for real relationships, every leader needs to know how to build and maintain meaningful relationships with clients and teams alike in our hybrid reality.

Drawing from Riaz’s years of experience interviewing established leaders in business, entertainment and innovation, audiences will gain the following insights:

- ◊ Spark real, authentic conversations to make meaningful connections, personally and professionally
- ◊ Earn trust and build inclusive cultures, as you listen without distraction and make your small talk bigger
- ◊ De-escalate conflict and collaborate effectively by leading with assertive empathy

- ◊ Craft and tell compelling stories that will motivate your audience to take action
- ◊ Explore the questions that create breakthrough moments in any conversation.

This engaging experience is a candid and far-ranging look at how creative conversations can help you reinvent yourself, re-energize your teams, and further develop your business.

- **Relationships First: How to Use Authentic Connection to Grow Sales**

It's no wonder that sales often get a bad rap. In a world of dwindling authentic connections, it's easy to see sales as the least authentic interaction of all. But this doesn't have to be the case. By transforming the way they and their teams interact with customers, sales leaders can forge more human connections that lead to dramatically improved sales outcomes.

- ◊ Start from a place of empathy to develop a deeper understanding of your customer base
- ◊ Earn trust by listening without distraction, making more meaningful small talk, and practicing assertive empathy
- ◊ Craft compelling stories that activate passion in your customers— and tell those stories in a compelling way
- ◊ Explore the key questions that lead to breakthrough conversations with customers

This captivating talk goes beyond sales tactics to explore Riaz's lifetime of work creating authentic connections, sharing key principles to turn sales into an art and discipline of crafting real relationships and experiences — not just transactions.

- **Human Connection: Your Competitive Advantage in Customer Service**

Customer service isn't just about fixing problems. It's about forging relationships with your customers that go beyond an initial transaction. Great products help launch companies. Great customer service sustains them for long-term success.

- ◊ Discover Riaz's secrets to customer service that forge lasting passion, loyalty, and engagement with your brand. Learn how every customer interaction is an opportunity for connection
- ◊ Teach customer service leaders how to listen without distraction, banish directionless small talk, and more
- ◊ De-escalate customer conflict and drive effective collaborations
- ◊ Lead with assertive empathy in every customer service exchange

This authentic experience will inspire your teams with lead with empathetic curiosity and ultimately out-care the competition.

## Select Book Titles

- **2021:** Every Conversation Counts

## Select Articles

- [5 Ways to Have More Meaningful Conversations](#)

Fast Company Feature - Many people are feeling more disconnected these days, but it doesn't have to be that way.

- [Don't Let Anxiety Sabotage Your Next Presentation](#)

Harvard Business Review - If you want to beat speaking anxiety, you need to stop focusing on yourself and point your focus outward. This shift isn't something that can happen instantaneously. It takes time, patience, and practice. Here's how to get started.

- [Building Meaningful Relationships](#)

FOX TV Los Angeles - The pandemic has fundamentally changed how we communicate with many of our social encounters now taking place virtually. A lot of us are feeling lonely and disconnected. What can we do to start rebuilding those connections and making those relationships meaningful at this time? Veteran journalist, Riaz Meghji talks about his new book, Every Conversation Counts, which tackles the problem of loneliness and isolation, and shares how to connect authentically and more intentionally, both in person and online.

- [Overcoming Loneliness](#)

NBC TV - Human Connection expert Riaz Meghji, the author of Every Conversation Counts : The Five Habits of Human Connection That Build Extraordinary Relationships in Extraordinary Times, joins Gayle Guyardo on BLOOM to talk about deepening human connection.

- [Connecting on a deeper level in a virtual world](#)

WASHINGTON (ABC7) — After nearly a year of social distancing, millions of people are still mourning the loss of connection — both on a physical and emotional level. And while the pandemic has highlighted our adaptability with zoom happy hours and virtual therapy — it can still be isolating to rely on a screen. Riaz Meghji, author of "Every Conversation Counts," discussed how to reconnect on a deeper level in this new

normal.

- [COVID-19: The impact of loneliness on mental health](#)

CBC - The National - A psychiatrist and loneliness author answer questions about the impact loneliness caused by the COVID-19 pandemic has had on mental health.

- [How To Find Human Connection](#)

Global TV - The Morning Show - Author Riaz Meghji shares tips to combat loneliness during the pandemic in his new book 'Every Conversation Counts.'

- [Podcast Interviews with Riaz Meghji](#)

Various Podcast Interviews with author and human connection speaker Riaz Meghji for 'Every Conversation Counts'

## Select Testimonials

"Practical. Meaningful. Moving. Riaz's thought-provoking keynote at our Power of Connection conference was one of our highest rated sessions. He brought to life the realities of loneliness and the power we each have to create authentic human connection, especially in the exhausting and distracted world we live in. His vulnerability motivated our leaders to explore how we can cultivate collaborative relationships and build a more connected culture. I really appreciated Riaz's care in crafting the session based around the needs of our people and his skill in embedding insights about our specific team/business. He made our team feel heard & seen and it was exactly what our people needed as we close out a busy year and look forward to forging deeper connections in the new year."

— *Carissa Schmitz, VP, People, Strategy and Consulting, Thomson Reuters*

"Riaz provided dedicated and customized coaching to our hosts. He played to each of their strengths and provided these leaders with a simple framework to be able to fulfill their role of hosts in a way that was authentic to them. The result was tremendous. All our hosts were able to effectively tell their stories and connect to the audience in a way that was impactful. They delivered as hosts seamlessly – with a real confidence while showcasing a level of vulnerability that truly resonated with the audience. Thank you again Riaz for partnering with us."

— *Dawn Gordon, Senior Director, Internal Communications, Four Seasons Hotels & Resorts*

"Riaz was phenomenal. I told him I thought he was as strong or stronger than Simon Sinek. Obviously two different messages but, similarly, he was one of those keynotes our community will continue to talk about for years to come. He clearly did his research and worked hard to prepare by having multiple conversations with us and our members; that really showed. Plus his comments were applicable to their world, both business and personal, and left everyone energized. He had a line of folks wanting to talk with him after the general session and the same was true at the reception that followed. He's the only keynote we've ever had who attended the Newcomer's Orientation prior to the opening general session and stayed for the entire reception that followed. He must have been exhausted but he didn't show it."

— *Elizabeth Simpson, President, Association of Briefing Program Managers*

"Riaz was a superb choice as keynote speaker for our hotel leadership conference! His message about authentic connection was timely and meaningful, and our attendees raved about his session. The hospitality business, and really every business, is about people! Riaz's tips for transcending small talk to get to extraordinary relationships were inspiring and practical for our attendees, both at work and in their personal lives. Riaz customized the message for our audience, even using specific hotel examples to make his points. He was invested in the mindset of the attendees, and he took time before and during the conference to connect with the producers and attendees alike. Highly recommend!"

— *Jennifer Connell, VP and Global Brand Leader, Marriott International*

"Riaz kicked off three days of keynote speakers in the most perfect way. From his presentation to his continuous engagement with our Brooks Team, Riaz is a force for positivity in this world, and there is no doubt in my mind that he has made a lasting impact on all of us that had the opportunity to hear him speak."

— *Jess Lyons, Senior Project Manager, Brooks Running*

"Riaz reminds us all that empathy is a core business skill and that every conversation we have with peers, team members and customers can change outcomes and positively impact our relationships and business. Not only did Riaz inspire our participants with ideas, but he also

empowered them to change their approach to interactions with others. He is easy to work with, well-prepared and customized his content to meet the challenges of our unique participants and their challenges in the current marketplace.”

– *Jessie States, VP, Meeting Professionals International*

“Riaz’s presentation was fantastic. He shared effective habits that motivated us to achieve the goals of being intentional about human connection at work and building meaningful relationships. Riaz took the time to adapt his presentation to our organizational context, interviewing firm leaders before the presentation and incorporating their perspectives in his talk. The audience was inspired, engaged and moved by his passionate delivery. Highly recommend.”

– *Keya Dasgupta, Head of Learning and Development, Norton Rose Fulbright Canada LLP*

“Many of us are still on a high - your presentation was truly refreshing, inspiring, and motivating! It was above and beyond what we had hoped for. Thank you for being such an authentic and engaging speaker and storyteller, and providing important guidance on human connection that we, as an organization, can all reflect on. You have helped set a positive and hopeful tone as we say goodbye to a difficult, but successful, two years and welcome the first year of our new, four-year strategic plan.”

– *Linton Carter, Chief Development Officer, UNICEF Canada*

“Riaz Meghji was one of the most captivating keynote speakers at the ASAE Executive Leadership Conference in Vancouver. Associations are in the people and relationship businesses. Riaz’s thought provoking insights on human connectivity, engagement, and the importance of being a trusted source, reinforced the value of associations and why the industry is critical now more than ever before. The collective impact of bringing people together to accomplish great things can have widespread global influence.”

– *Michelle Mason, President & CEO, American Society for Association Executives*

“You are truly one in a trillion and I am so glad I got to meet you and partner with you on this session. In my 15 years at GSK, never has there been a speaker that has had such a profound impact on not only me, but everyone in the company. I was getting pings on Teams during the keynote, and I am sure you could see the comments coming in: “MORE RIAZ!” Thank you for your time, engagement, preparation, listening, collaboration and connection leading up to our event.”

– *Tricia Soal, Senior Brand Manager, GlaxoSmithKline*

“Riaz Meghji’s talk, Every Conversation Counts, was the most inspiring and impactful session at our recent virtual leadership conference – practical, meaningful, and motivating. Riaz has packaged a powerful message for leaders to put to work in everyday conversations. Thank you Riaz!”

– *Walter Pela, Regional Managing Partner, KPMG*