

John A Delves

CEO.Owner at Southeastern Training and Development

Powder Springs, GA, US

Turning Ordinary People into Extraordinary Performers.

Biography

Born and Raised in England, came to America in 1956 with family. Settled in Georgia and worked in manufacturing then Training and development and them into HRD. Started public speaking as an adjunct career and it became my passion and love. Success in the field prompted me to create Southeastern Training and development. Have written numerous articles for various publications related to Customer service, Communication, leadership and Sales improvement. Married and have two children five grandchildren and reside in Cobb County Georgia, just north of Atlanta. Conducted highly regarded and effective speeches and training programs in five continents for both large and small companies, local and national Associations; as well as Government and military organizations. Education: 1973; BBA/Business Management, Marketing, Georgia State University 1969; BA/Business Management, Marketing, Kennesaw State University 2007, Certification and update in major topics for Human Resource management and training delivery. Interests: Cutting Edge Management Training, Customer Service Innovations, Quality Initiatives, Photography, Community Theatre, Patron of the Arts, Symphony, Politics, Golf, Gardening, Cycling, Running and Reading Groups and Associations: Chamber of Commerce, Leadership Cobb, Georgia State Alumni, Kennesaw State Alumni, Honorary Commanders Association, National Speakers Association, Georgia Speakers Association, ASTD, ASPA, Sales and Marketing Executives, Cobb County Arts Board, Cobb Family Services, Girls Club of America, St. Joseph's Church, Usher, Lector, Reader and Eucharistic Minister; Mason and Yaarab Shrine Temple.

Availability

Keynote, Moderator, Panelist, Workshop, Host/MC, Author Appearance, Corporate Training

Industry Expertise

Manufacturing, Corporate Leadership, Consumer Services, Utilities, Human Resources, Training and Development, Corporate Training, Energy, Hospitality, Professional Training and Coaching

Areas of Expertise

Change the Only Constant, Effective Leadership for Today, Inspirational and Uplifting, Learning How to Be A Servant Leader., Getting and Keeping Customers, Leadership for Today's Workforce.

Affiliations

Chamber of Commerce, SME, Arts Board and Theatre Patron, ASTD, U.S.Army Veteran, Honorary Commanders Assoc., Leadership Cobb, Republican Party of Georgia, Republican Party of Georgia, Cobb County Republican party, House District Chairman, 2004 thru 2012, St. Josephs Church, Usher, Eucharistic Minister, Lector and Commentator., Cobb Chamber Board member

Sample Talks

Through the eyes of your customer

A lively, fun filled and highly interactive program that draws on personal experiences to grow a stronger relationship with customers. key note, one hour or half and full day sessions.

Taking Control of the TEAM

This program was developed for a customer who had employees scattered over the country and the leadership was having to be conducted electronically and through the airwaves. The program created working models for the absentee managers, more productive use of time together and follow up sessions handled though electronic communication. Follow up session at the annual meeting proved the material was being used and communication was greatly enhanced.

Cutting the cost of Customer retention.

Simple but proven method or measuring steps needed to guage customer satisfaction and retain them. Practical real life and packed with takehome tools.

Lead, Follow but do not get in my way.

Leadership that works. Todays workforce is a different breed. Learn how to ID the styles of employees and use the right methodolgy to get great results . Autocratic/Democratic are older terms but still play a role in todays business world.

Leaving the driving to the Lord

For many of us its been a long hard fight to succeed. It came at a high cost to our health and family. Join me as I relate how I learned to let the Lord into my life and just become the passenger. Spiritual and inspiring and somewhat motivational.

Event Appearances

Leading from the front

Special assignment (8 months)

Customer Service that works

Monthly meeting

Leading as a healthy person

Annual Fitness Facilities Directors Conference

Times are slow but we still have to survive.
Annual Funeral Directors Meeting

Service is the key
District meeting for RI

Education

Kennesaw College, Marietta Ga
ABA in Mkt and MGT Marketing and Management

Georgia State University In Atlanta Georgia
BBA in Mkt/Mgt Marketing and Management

Numerous Institutions

Certificates only upon completion Business related. Training and Development, HRD and Personnel related continuing education courses.

Accomplishments

Community Involvement

As a leader in the Chamber of Commerce, the Church, the Area Youth Groups and Politics I have used my 45 years of Leadership to guide and direct teams from 10 to 100 in accomplishing goals set by boards and the community.

Arts support in the Community

As the vice president of Cobb County Arts Board I co chaired the first Arts ball to raise funds for the arts in Cobb County. The Arts Ball was a total success and we raised over 92,000 for the arts groups including both Private and Government run facilities. We included the Governor of Georgia the Hon Roy E Barnes and first lady Marie as the Host. All money was distributed to artist and groups.

Outstanding Jaycee in America

As President of the South Cobb Jaycees in 1976/1977 the club was awarded the top awards for clubs, the top award for leadership and the top award for community involvement. That same year I competed in the national Speakup competition and placed 10th in the nation, no # one in local, regional, and State competition.

Outstanding Speaker/Seminar Leader

As a ten year veteran of Career Track Organization in Colorado I was constantly ranked in the top three presenters for the organization. With over 125 speakers at most times and programs conducted world wide, just to be chosen was an honor. The recognition by customers and staff of the organization made the annual recognition an extra special accomplishment.

Testimonials

Bob Russell

My web site @ www.setrainingdev.com has numerous testimonials from my over 35 years of platform presentations, Keynote addresses and seminars/ workshop activities all over the world. You are welcome to contact any and all those represented.

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