



# Steve Shap

## Performance Improvement Coach

### Career Summary

Extensive business development and sales management responsibility in the automotive, technology, and performance consulting markets. In-depth experience in numerous markets and solution areas. Success has been attained through a keen application of the appropriate mix of sales, technical and management skills needed to develop and build successful, long-term business relationships. Strong sales and relationship building skills as evidenced in a progressive record of success, income growth and expanded responsibility. Team oriented, consultative management style has yielded personal and organizational success over a 20+ year period of management responsibility. Active listening, two-way feedback, immediate and frequent recognition/reward, and timely, specific performance improvement direction are practiced on a regular and consistent basis.

**Metro Area:** Jacksonville

### Expertise

Group Facilitation Skills	CSI/SSI Consulting
Process Redesign	Large Audience Presentations
Broadcast Training	Train-the-Trainer Facilitation
Curriculum Development	Sales Skills Training
Service Soft Skills Training	Management Consulting

### Latest Projects:

Performance Improvement Consultant - Porsche

"Virtual" Webinar Coach - Hyundai

Concierge Experience Coach - Acura

Customer Experience Coach - VWoA

Road Scholars Inc. - Owner

**Other Relevant Expertise:** Extensive Corporate Experience with Fortune 500 Companies



Automotive Consultant Association