

Jerry Laubhan, Principal

With over 30 years of management experience in sales, training, customer service, IT service delivery, client services, telecommunications and administrative operations, Jerry Laubhan has demonstrated skills in strategic planning, leadership and team building. Throughout his career, Jerry has provided support and strategic direction to numerous start-up operations, as well as existing operations needing strong leadership and organization.

Jerry's most recent role was serving as director of country roll-outs for Siemens' SieQuence Competency Center where he developed and implemented the roll-out approach along with training programs to 16 European Regional Offices. He also held the position of director of sales effectiveness for the New York metro area, implementing sales strategies that resulted in 20% annualized growth rate.

Prior to his contributions to Siemens, Jerry held the position of vice president of inbound teleservices for Ron Weber and Associates, an outsourcing firm, where he grew a single 120-operator call center into two calls centers with 450 stations and 600 employees. Earlier in his career, Jerry served as director of member services for Prodigy Services where he developed and implemented strategies that improved member satisfaction by 50%; negotiated contracts for outsourced operations that reduced customer expenses by \$6 million; and negotiated numerous contracts in execution of key strategies. He was also director of planning and administrative operations for Sears Communications Company and director of data communications for Allstate Insurance.

Jerry earned a BA in business from University of Northern Colorado and is nearing completion of a graduate degree in Telecommunications at Southern Methodist.

Jerry is currently working with NewLeaf clients to facilitate workshops focused on Consultative Selling, Team Building, Strategy Development, Account Planning, and Value-based Management.