

People are talking...

"Rick is a direct, Goal orientated person. A straightforward guy with a great sense of humor. He takes EXCELLENT care of his customers and is genuinely concerned with their needs and helps them achieve their full potential. Rick is an easy to recommend."

👉 **BILL VANN, NETWORK SPECIALIST,
CHIPS COMPUTER SERVICES, OCTOBER
2010**

"It is my pleasure to recommend Rick Conlow. Rick is a tremendous sales and development professional. His dedication, commitment and passion all serve him well in building relationships and driving results. I am thankful for the opportunity I had to work with Rick and his team."

👉 **DESMOND CLANCY
CORPORATE TRAINING MANAGER,
PATTERSON DENTAL, OCTOBER 2010**

"I worked with Rick for many years. His consulting skills helped our company to improve business, reduce complains and win quality service awards. Rick gives audiences information they can take out in the street one minute after the seminar is over and put it to use. I highly recommend Rick's firm for business consulting."

👉 **CAMELIA JITARIU
INTERACTIVE PROJECT MANAGER,
YOUNG AND RUBICAM, OCTOBER 2010**

"It is with great pleasure I recommend Rick and WCW Partners. Rick is an energetic and charismatic facilitator that really knows his subject matter. He brings a wealth of eclectic knowledge and translates this to your specific need. He's a specialist in sales analysis, training and implementation. Through him and WCW Partners we were able to set and exceed our goals, all while learning and having fun along the journey. I highly recommend Rick."

👉 **PAUL MARTIN
CHIEF ACQUISITIONS OFFICER, HBC,
NOVEMBER 2010**

"Rick is a highly skilled speaker. Whether in person, or on any of his training dvds. I was recently editing a couple of his dvds when I found myself stopping what I was doing, and listening to Rick. He has a way of grabbing your attention, and holding it while he is teaching, that makes it easy to hear the message and learn from him."

👉 **DALE SEILER, PROJECT SPECIALIST,
INTERNET BUSINESS SEO,
NOVEMBER, 2010**

"I have known Rick for over 20 years. He has a gift of pure enthusiasm which our employees and managers bought into. I would recommend him to any company looking to help their organization to be more customer focused."

👉 **KEN STARKEY, V.P.-COO
METROPOLITAN FORD
NOVEMBER 2010**

"Each time our management team works with Rick, the intended outcome is achieved. We develop as a team and as professionals in ways that are truly remarkable. Rick's programs are clear, customized and powerful. I highly recommend Rick Conlow as a consultant, trainer, presenter and coach there is none better."

👉 **PATRICK MALONEY
DPD PRINT DISTRIBUTION
NOVEMBER 2010**

"Rick and I were both contract facilitators on a large Organizational Development Intervention {ODI} project for a major manufacturer. Rick was a skilled, professional facilitator - presenter who delivered a first rate performance for the client in the field and in the T-3's."

👉 **LARRY SNOVER, AUTO - TRUCK
INDUSTRY PROFESSIONAL
L R SNOVER CO., NOVEMBER 2010**

"Rick loves what he does and it shows! His high-energy, get-it-done approach is inspiring to those of us who want to make a difference, because he does! Add sales savvy, a positive attitude that won't quit and an authentic belief in the potential of every human being, and you have someone you can count on when you or your business needs a lift."

👉 **KAROL ALLEN, OWNER,
KAROL ALLEN COMMUNICATIONS,
NOVEMBER 2010**

"Rick is great to work with. High energy....and good business partner!"

👉 **TAMMY NINK, SENIOR MANAGER,
CORPORATE CUSTOMER SERVICE, MEIJER
CORPORATION
DECEMBER 2010**

"Doug is an outstanding trainer, mentor, and coach. He has a well deserved reputation as a "World Class" consultant who develops high achieving superstars and "results oriented" business teams. Further, Doug is a well established author who provides pragmatic and effective training and business solutions. I have known Doug for over 20 years and he has impressed me as a very giving, skilled, and knowledgeable professional who is always ready to help. I would highly recommend Doug to any organization who wants to develop, grow, and prosper in challenging business environments. If you need someone to get everyone on the same page, and function as a highly motivated team, then Doug at WCW Partners is the guy you need!"

👉 **JIM MCCARTHY
MASTER BLACK BELT & LEAN MASTER
PRESIDENT & OWNER
PRODUCT VENTURES, INC
DECEMBER 2010**

"I'm honored to recommend Doug and WCW Partners. I've engaged Doug at 3 different companies that I had responsibility in turning around or increasing performance in the organization. Doug is a charismatic and energetic coach and trainer. He brings an understanding and desire to truly get to your organization's needs and then designs a program that brings out the "best" in your team. He is focused on performance goals, while not losing sight on the individual and their strengths. On a personal note, Doug's coaching has been invaluable to my personal and professional growth. If you looking for more than a consultant, and want to find a true partner, Doug and WCW Partners are the best."

PAUL MARTIN
SENIOR SALES MANAGEMENT RALEIGH-DURHAM
NORTH CAROLINA AREA MEDICAL DEVICES
DECEMBER 2010

"Rick learned our business and developed specific and functional training sessions for both our field sales team as well as support employees in our headquarters office. The response from the staff very positive and the performance of our entire organization improved."

JIM FARNHAM,
CSC CREDIT SERVICES, DECEMBER 2010

"Doug (COO and senior partner of WCW Partners) is an outstanding professional and I learned a great deal from him during the many years that we worked together. He has always manifested the type of leadership that senior managers, direct reports, peers, and colleagues could follow. Doug combines the rare skills of team builder, facilitator, and communicator that are so essential in driving organizational excellence in the workplace."

PETER AMATULLI, VP SALES MARKETING,
RBM, DECEMBER 2010

"My first contact with Rick was when I attended a continuing education seminar with Rick as the presenter. I was so inspired that I signed up 10 of my reports to attend his Excellence In Management program. Whenever you force anyone to attend classes they are reluctant to say the least. By the end of the classes many of them continued contact with Rick for additional training. Since then I hired Rick on two occasions to train and inspire Managers. He is a learned, insightful, and compassionate instructor and human being. I would highly recommend Rick for any consulting or training opportunity. Rick's business acumen is top notch, he gets results and your people will enjoy the process."

DAVIS JEFFREY,
SHAW INDUSTRIES, DECEMBER 2010

"I have had the pleasure of being a student of Rick Conlow's training seminars for over 10 years. Rick provided consulting and training services to AmeriPride Services Inc. for a variety of departments, most notably, the Service Department. Rick professionally and enthusiastically helped to change and enhance our company's approach to total Customer Satisfaction for our customers. Rick Conlow has a high degree of expertise in his field and combines it with real world experiences. He can take the most complex of issues and teach them in a way that everyone in the room understands and buys into. I highly

recommend Rick Conlow's consulting service to any company who has the courage and desire to enhance and exceed their goals and strategic plans."

REGGIE LICARI,
DECEMBER 2010

"Doug (COO and senior partner of WCW Partners) is an outstanding professional and I learned a great deal from him during the many years that we worked together. He has always manifested the type of leadership that senior managers, direct reports, peers, and colleagues could follow. Doug combines the rare skills of team builder, facilitator, and communicator that are so essential in driving organizational excellence in the workplace."

PETER AMATULLI, VP SALES MARKETING,
RBM, DECEMBER 2010

"Rick was able to present training to our employees and managers that was very relevant and believable. Rick did a great job getting buy-in from the employee group."

JOHN PEIFER, SUBURBAN CHEVROLET,
DECEMBER, 2010

"Doug is an outstanding trainer, mentor, and coach. He has a well deserved reputation as a "World Class" consultant who develops high achieving superstars and "results oriented" business teams. Further, Doug is a well established author who provides pragmatic and effective training and business solutions. I have known Doug for over 20 years and he has impressed me as a very giving, skilled, and knowledgeable professional who is always ready to help. I would highly recommend Doug to any organization who wants to develop, grow, and prosper in challenging business environments. If you need someone to get everyone on the same page, and function as a highly motivated team, then Doug at WCW Partners is the guy you need!"

ED ANTHONY, GN RESOUND, APRIL 2011

"Rick and his team at WCW Partners worked with me while I was at Rite Aid. His team made a huge impact on improving our results in just a few months. Through strategic assessment and planning, dynamic delivery of actions steps and measureable follow-up we made remarkable progress quickly. Our leadership engagement improved almost immediately which inspired our store teams to serve customers better. Do you want to significantly improve and sustain greater customer loyalty?"

JOHN PULTZ, DECEMBER 2010

"Rick and his partners developed and presented a new, state of the art training program for me at GN ReSound. The program consisted of sales, customer service and management training for many of our 700 Bloomington Minnesota-based employees as well as our field sale team. Rick is an excellent presenter who connects with the audience and his efforts improved us as an organization."

RICHARD JACKSON, DECEMBER, 2010

"Rick worked with me for a number of months with executive coaching and sales activities and was very informative, forward thinking and extremely helpful in my day to day activities and overall sales approach."

MIKE BENEDICT, VICE PRESIDENT,
FRANA CORPORATION, JANUARY 2011


"Doug Watsabaugh, WCW Partners is the consummate consultant. He is extremely well-informed in general and about Management and Leadership in particular. He has the unique combination of incisiveness and the ability to communicate important information directly and diplomatically. He is positive and resilient and possesses a vast array of experience and wisdom. Whether one-on-one or in front of a group, Doug's communication skills are exemplary."

BOB SCHULTZ, SENIOR CONSULTANT,
CAREW INTERNATIONAL, JANUARY 2011


"It is a pleasure to recommend Rick Conlow for any organization seeking true leadership for any sales or marketing project. I have worked with many consultants over the years – I've found many more concerned with pushing their services and not the overall success of the immediate project. Rick has never operated that way. Rick is primarily concerned with delivering a quality product, on time, and on budget. He can be trusted to do what's right for the client and the clients company – he makes the client look good. Finally, he is a sincere professional who's a true friend – he's great to work with."

 **ROBERT HUFFMAN**
SENIOR MARKETING AND SALES ANALYST
AMERIPRIDE SERVICES, FEBRUARY 2011

"Rick is an excellent trainer and a high energy motivator. His seminars are packed with exciting information and nonstop flow of challenging content. The strategic breakdown he offers to Companies will absolutely increase your bottom line. His experience in increasing sales, and maintaining a solid customer base is very informative and well planned. With a straight forward approach to challenging managers to achieve their highest goals. We have used his program for many years with great success. I believe it is his genuine approach to see everybody exceed goals that even they could not imagine."

 **JAMES STOREY, CUSTOMER OPERATIONS MANAGER, CANADIAN LINEN, FEBRUARY 2011**


"Rick Conlow is the real thing. He lives his life according to the code of ethics and principles he has established for his business practices. In these uncertain economic times, his positive vision is more valued than ever to work as a catalyst within your organization. It is with sincerity that I can wholeheartedly recommend Rick!"

 **ANITA BENNETT, GENERAL MANAGER, THEISEN VENDING COMPANY, MARCH 2011**

"Rick was a valued consultant on various projects when I served as VP Marketing for AmeriPride Services in Minneapolis. Most notable was a comprehensive customer service program which he conceived, developed and effectively presented to personnel from over 60 branches in North America. He was a valued and trusted partner for me."

 **KEN TIPPERY, MARCH 2011**

"I have have had the pleasure of working with Rick and WCW Partners on a number of projects. I have found him to be knowledgeable, reliable, trustworthy, and dedicated to achieving the objectives defined within our projects. Outcomes were timely and cost effective. I would not hesitate to recommend Rick both personally and professionally."

 **JIM HANSEN, SYSTEMS ENGINEER, UNIVERSITY OF MINNESOTA, MARCH 2011**

I had the good fortune to be lead by Rick and WCW thru the supert-star sales program at Canadian Linen. Rick designed a program that had short digestible training pieces supplemented with manager involvement. It led to dramatic sales gains. Rick is a passionate facilitator who taught me a lot about instructional design and facilitation. When you are in one of his sessions you have no doubt that the most important thing to Rick is your learning, and your success on the job. Rick is an inspiring instructor; he galvanized a sales force and inspired me to pursue a career helping other people reach their goals thru learning."

 **ROB BARTLETT**
CUSTOMER DEVELOPMENT COORDINATOR,
CANADIAN LINEN, APRIL 2011

"Rick Conlow is rare in this world. He has the ability to see through the big picture and consistently help businesses deliver contagious positive messages of motivation, communication and strengths to their team members. I highly recommend Rick for his ability to work with a variety of business units and management styles to drive messages of motivation and communication, and ultimately help create customer loyalty."

 **AMIE BROETZMAN, APRIL 2011**

"I was fortunate to have had the opportunity to learn tremendous sales and management skills from Doug and Rick (WCW Partners) while I was a Sales Director with GN Resound. The concepts of consultative selling and strategic management they customized for our organization helped me to grow as a sales professional and manager. I learned a great deal about how to train my staff through their "train the trainer" approach. Doug is a talented and creative professional with value to offer any organization that is looking to invest in their most important asset."

 **ED ANTHONY, GN RESOUND, APRIL 2011**

"My experience with TC (WCW Partners) has been nothing but positive. He takes the simple steps of honesty, integrity, professionalism, trustworthiness and loyalty to much higher levels than I have experienced before. Given a project, he holds on until the project is complete and done well. I strongly recommend TC as a consummate professional."

 **WAYNE C. CHURCH, CPP, REGIONAL HEALTHCARE SECURITY DIRECTOR, PINKERTON SECURITY, MAY 21, 2011**

"I've known Dick (national sales director, WCW Partners) longer than either of us would choose to admit. I've always found him to be on the cutting edge and someone that makes things happen. His sense of humor and wit make him a great communicator and motivator. He has always had the respect of his peers and colleagues. No matter what kind of project Dick works on - he delivers!"

 **RICK GOBLE, AUTOMOTIVE CONSULTANT AT GOBLE CONSULTING, JUNE 2011**

"Dick is one of the hardest working guys I have ever met. His humor and positive personality is contagious and very effective as a business person. He is knowledgeable and knows how to convey his message professionally and in a very enjoyable way. A dedicated, loyal, hard worker and a true family man. He is the best!"

 **DOUG COOLEY PE, LEED AP, PRINCIPAL / EXECUTIVE VICE PRESIDENT MICHAUD COOLEY ERICKSON JUNE 2011**

"Dick and I were part of a leasing test and to put it plainly, Dick did a fantastic job... He is able to relate to everyone and I found that not only did the clients learn they enjoyed the interaction...He is knowledgeable, responsible and professional. I would highly recommend Dick Lewis at WCW Partners"

 **HARRY BROWN, AZM, AMERICAN HONDA SALES, JUNE 2011**

"Rick and his team of people-John and Doug at WCW- help retail companies to think differently about their business. His team spends the necessary time developing and helping execute a game plan on how to take customer service to the next level. Rick mixes a story line of real everyday experiences to challenge people on how to improve a store experience. He is able to get an audience to engage with him to come up with new ideas that he is able to draw from them. It is a fun experience with Rick and his team, but it is also a great learning experience that you can implement immediately to your organization."

 **DAVE MARSICO**
MARKET DIRECTOR
MEIJER
FEBRUARY 2011

“Dick Lewis is a detailed-oriented manager who performs his duties with keen attention to detail. He is prompt and professional in all aspects of his business tasks.”

🗨️ **LARRY BRUBAKER, OWNER, APPLIED CONSULTING & TRAINING, LLC, JUNE 2011**

“I worked 6 years with Dick Lewis. He has excellent business and is easy to work with and has excellent manners. He did group and one on one trainings. I was successful in my position which I greatly think Dick is responsible for. I would recommend Mr. Lewis for any position that he would be interested.”

🗨️ **ELAINE ELAINE DUNN, OWNER, ELAINE'S SEWING ROOM, JUNE 2011**

“I worked with Dick for nearly 7 years and his skill sets are many and his professionalism is exemplified by the detail he puts into his projects. I would work with Dick Lewis (WCW Partners) any-time because he is loyal, dedicated and gets the job done.”

🗨️ **DANIEL VEZA, MASTER CONSULTANT, REYNOLDS & REYNOLDS, JUNE 2011**

“Dick at WCW Partners is THE best. Great professional skills and wonderful personality and that's a combination that is very hard to beat.”

🗨️ **DANNY R. HASS, BUSINESS PROCESS CONSULTANT, REYNOLDS AND REYNOLDS CONSULTING SERVICES, JUNE 2011**

“I had the opportunity to work with Dick on several occasions for over a year when our dealership was in the initial phases of establishing our Business Development Center. Dick was instrumental in establishing the processes for success that are still in use today. I would recommend Dick, Director of Sales at WCW Partners, for all your automotive leadership needs, from on-sight consulting to being a reliable and proven resource for improved results.”

🗨️ **MONICA LIND, BUSINESS DEVELOPMENT MANAGER AT MILLER MOTORS, SEPTEMBER 2011**

“Rick's energy and positive attitude are his trademark. He cares about getting results as much as any of our employees. His can-do attitude is infectious and helps drive results. Rick is a fantastic presenter and meeting facilitator, as well. I would recommend Rick and WCW to any company looking to improve their leadership skills, employee sales and customer service performance.”

🗨️ **CHRIS MAYER
DIRECTOR SERVICE SALES
AMERIPRIDE SERVICES
NOVEMBER 2011**

It's all about results!

WCW
partners