

David A. Smith

Chief Executive
Global Futures and Foresight

Keynote Speaker - Chair - Strategist

David challenges, informs and engages his clients and audiences on the key issues of the near future, in order to stimulate 'out-of-the-box' thinking to help organizations generate new visions, strategies, products and services.

A futurologist, and Chief Executive of Global Futures and Foresight (GFF) - a strategic futures research organization, David's 35-year diverse IT, marketing and business career has made him recognisable as one of the world's leading futurists and strategic thinkers. GFF prepares views of the future on many topics to help organisations be better prepared to face the future and reduce their risk of being blindsided by change.

Since founding GFF, David has worked with many of the world's largest organisations, and government bodies as well as academic institutions and industry associations. His insights have led many organizations to embrace change and prepare innovative strategies to renew themselves and generate new growth.

David does this through using the research capabilities of the GFF, through his insightful and inspiring speeches and through chairing and moderating meetings and conferences.

In his career he has held technological and senior management positions in both large and small organizations. He has been involved in public sector, commercial and financial markets and has held technical, sales, marketing and general management positions in companies such as the UK based DRG group and The US Unisys corporation. Whilst at Unisys he held the position of Strategic Marketing Director for their \$2bn global financial services business.

He has advised the UK and EU governments on strategic research investment decisions.



His clients number some of the largest and most prestigious firms around the world and David is a regular international keynote speaker and writer and a passionate believer that we are not victims of what the future might hold if we prepare ourselves in advance.

David is a week-end sailor and photographer.

Clients include:

- NATO
- European Commission
- BBC
- GoodYear
- Reckitt Benckiser
- Roche
- KRAFT
- Heinz
- Philips
- PwC
- Ernst & Young
- Deloitte
- KPMG
- Experian
- Siemens
- Microsoft
- SAP
- CSC
- Cisco
- Unisys
- Reed Exhibitions
- Capita Symonds/NB Real Estate
- CBRE
- Royal Mail
- HSBC
- Lloyds TSB
- Royal Bank of Scotland
- Standard Chartered Bank
- Lloyd's
- RSA
- More Th>n
- e-sure
- Allianz
- Travelers
- RBS Insurance
- QBE
- Acord
- The Henley Business School,

He has spoken on UK BBC, Serbian, Middle East TV, UK, German, Australian and South African radio and appeared on the UK ITN News channel discussing topical futures issues. His experience has shown him the powerful impact that glimpses of the future afford business and government alike as they seek to achieve their strategic goals.

Addressed over 370 conferences and events in 38 countries on 5 continents.

Topics including:

- Beyond 'Digital' and how automation changes everything.
- Innovation and the drivers of change.
- Work Automation and the impact of technology.
- Technology drives change. Understand the impact – early.
- Artificial Intelligence changes what we do, not just how we do it.
- The Internet of Everything will change our lives.
- Mixed Reality will explode the need for presence.
- Insurance - Challenge to Change
- Engaging with IT and IT leadership as a critical business issue
- Marketing and its changing role and value.
- Healthcare and living longer lives
- Changing employees – What they want and how to keep them.
- The Rise of the Networked Company – the new form of agile organization.
- The Changing Corporation – Social responsibility, world stewardship & talent scout.
- The Retail Revolution
- Communicating with your stakeholders – new technologies and approaches.
- The externalization of companies – After outsourcing.

Sectors including:

- Insurance
- Financial Services
- Information Communications Technology
- Media - new media and social media
- Marketing
- Travel and Tourism
- Estate Agency & Real Estate
- Education and Learning
- Work and working
- Health and wellness
- Telecommunications
- Retail

David uses views of the future developed within Global Futures and Foresight by their in-house research team and by surveying their worldwide network of over 9,000 future thinkers and business leaders.

His purpose is to inspire his audience to embrace change and by so doing better prepare for the future.

GFF recent reports and White Papers include:

- 2018 - ['Internet of Things and how it's used and what's next'](#). Sponsored by the FSF.
- 2018 - ['Artificial Intelligence and how it is being used and what next'](#). Sponsored by the FSF.
- 2018 - ['What's Hot in Technology in 2018'](#)
- 2017 - ['Life and health insurance in the world we inhabit'](#) - Sponsored by Keylane.
- 2017 - ['Changing Insurance for the Digital Age'](#) - Sponsored by Majesco.
- 2017 - ['Innovation in Innovation'](#). Sponsored by the Financial Services Forum.
- 2017 - ['What's Next in Marketing'](#). Sponsored by the Financial Services Forum
- 2017 - ['What's Hot in Technology 2017'](#).
- 2016 - ['The Future of Travel and Tourism'](#). With the Institute of Travel and Tourism.
- 2016 - ['A Future That Works'](#). The future of work. Sponsored by BrightHR.
- 2016 - ['What's Hot in Technology 2016'](#) - Sponsored by Advanced365.
- 2015 - ['Challenge to Change - People and Insurance'](#), Sponsored by Equinix and Acord.
- 2015 - ['Future of Data Security in Financial Services'](#) Sponsored by Advanced 365.
- 2015 - ['The Future of Events'](#), Sponsored by Nteractive Consulting.
- 2015 - ['What's Hot in Technology 2015'](#) - Sponsored by Advanced365.
- 2015 - ['Future of Life and Pensions'](#) - Sponsored by Aquila Heywood.
- 2015 - ['Advanced Health and Care'](#) - Technology driven health & care.
- 2014 - ['The Board and the CIO'](#) - The responsibility of the board to be tech savvy.
- 2014 - ['The CIO as Manager, Leader and Entrepreneur'](#). The CIO - fit for the future.
- 2014 - ['The Future of Real Estate'](#). A White Paper prepared for CBRE.
- 2014 - ['Islamic Banking in the Middle East'](#), a White Paper for Experian.
- 2014 - ['Challenge to Change' The Future of Insurance](#) - a three White Paper series looking at global issues, technology and industry drivers of change and consequences. An Acord paper, sponsored by Equinix.
- 2013 - ['Future Of'](#) series including, the future of: Work, Workers Health and Wellness, Jobs, Technology, Social Media, Apps and the Web, Networks, Business Models, Communities, Homes, Families, Education, Tourism, Travel. White Papers for the Institute of Directors (IoD).
- ['Beyond Efficiency'](#) - EU Public Administration Transformation. Steria.
- ['The Future'](#) report - Drivers of change and impacts for business.
- ['Customer Strategy'](#) - The Future of Automotive, Services, Financial Services, Utilities, Government, Transport, Retail, Tourism, Telecoms.
- ['The Future of Travel and Tourism in the Middle East'](#), Dubai launch.
- ['China Report'](#): Views of business' in 62 countries on business in China.

Global Futures and Foresight (GFF)

The aim of GFF is to develop views of the future to help clients embrace change with more certainty, thereby releasing the full power of their creativity and innovation. GFF helps its clients to reduce their risk of being blindsided by change and to be better enabled to adapt to the fast-changing world. It does this through collaborative projects and through undertaking its own research, gathering thought leaders' views of the future and forming composite ideas of what our future could look like and applying its strategic change methodology, addressing both organisational and personal change.

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David Smith

Recent Testimonials include:

"David is one of the world's leading authorities on a wide variety of global trends. He leads a powerful research team and is a fascinating speaker. He has helped some of the largest multinationals to identify and respond to significant trends and is much sought after for his advice."

Patrick Dixon, Chairman, Global Change

Financial Services Forum, London, UK

David Smith presented at The Forum yesterday on: *Technology Will Disrupt and Change The Shape of General Insurance*, he is a tremendous speaker and full to the brim with ideas about how the future will be transformational. Afterwards he showed me the formidable report he was commissioned to write by Steria, called simply *'The Future'*.

Andrew Porter, Vice Chairman, The Financial Services Forum

Jobs Summit, RSA, London

I wanted to send you a short email to say thanks very much for participating at the Jobs Summit. It was commented upon that your contribution was particularly interesting so I am really grateful that you took the time to join us. Thanks again and best wishes.

Matthew Taylor, Chief Executive, RSA (Royal Society of Arts)

European Commission, Brussels, Belgium

Just to thank you for your contribution for these 2 days – you have been instrumental in ensuring that both workshop and reporting at plenary goes well, under quite stressful conditions I realize. Looking forward to have another opportunity working with you again.

Pierre Chastanet, European Commission , Directorate General Information Society and Media

Home Sales Network Conference, London, UK

Your talk was superb. Hope to keep in touch.

Robert Peston, Business Editor, The BBC

Long Term Care Insurance Conference, Las Vegas, USA

What a delight for me to have the opportunity to share time with you and enjoy your wit and humor. You added immeasurably to our conference. The LTC conference is a small one and almost family since that community is so small (600) and regulated and grown up together. I wanted to provide you with the feedback we received – thought you would be interested. The results for your address from the mobile app have been appreciative. Here's a quote "Good use of humor. Lots of interesting stats, used to great effect to make us think." Another reads "Excellent program".

**Kathy Hamby, CLU, LTCP, CLTC, MHP, Genworth Financial
Group Compliance Leader, Long Term Care Insurance**

BrightWave, Annual Client Conference, London, UK

Thank you on behalf of Charles and the Brightwave team for your contribution at our event yesterday. The pace and content was exactly what we had hoped for in the keynote, and there was plenty of buzz going into the afternoon about some of the themes and facts. It was great to work with you again and hope to stay in touch in the future.

Laura Ward , Head of Marketing, BrightWave

NATO and Lloyd's of London, London, UK

Thank you so much for joining us to take part in our Risk Management Conference at Lloyd's today. We were very pleased with the result and your contribution was particularly valuable in producing what was really a very successful event. We are all most grateful for your help.

Lord Levene of Portsoken KBE, Chairman, Lloyd's

ACORD Forum Asia, Singapore

You were great to work with and you did a wonderful job as Chairperson of our event!
August Malou, Director, Event Programs, ACORD

Goodyear Dealer Annual conference, London

Just wanted to say a massive thank you for presenting at our conference last week. Our dealers thoroughly enjoyed your presentation and it certainly provided some food for thought across our evening event. Thanks once again and I look forward to working with you again.

**Kate Rock-Rees, PR & Corporate Communications Manager UK&I
GOODYEAR DUNLOP TYRES UK LTD**

Linpac Seminars, Fresh Ideas, Warsaw, Madrid, Birmingham, Frankfurt, Paris

It has been an absolute pleasure working with you. I'm absolutely thrilled with how the Fresh! Seminars have been received and your contribution has been a massive part of that – really changing perceptions and providing excellent context for us presenting ourselves in a more dynamic way so I thank you for your support.

Joanna Stephenson, Vice President Marketing, Linpac Packaging

FINEOS Annual Client Conference, Dublin, Eire

David Smith is an excellent speaker and he provided the perfect keynote for our annual user conference – not once, but twice! David's style is very engaging and he leaves the audience buzzing with a fascinating glimpse at the future. Beyond that, he leaves them with practical things that they can do today to ready themselves for the many (and a bit overwhelming) changes coming our way.

David is fantastic to work with and really tailored his message to ensure that it was in line with our theme. He proactively produced a white paper on a similar topic to the presentation prior to the event. We used this before the event to help in weaving some of the keynote messaging into our own presentations for cohesiveness, and we are now using it after the event as a further lead generation tool.

David is the consummate professional, and I couldn't recommend him any more highly as a speaker. This most recent conference was the eighth one we have run, and David is the only keynote that we have re-run. The choice was very easy for us – our audience simply loved him.

Alison Murphy, Marketing Program Manager, FINEOS, Boston, USA

AB InBev Marketing Summit, London, UK

A massive thank you from myself and the team at AB InBev! A real eye-opener; thought-provoking and engaging presentation! It should prompt some change about how we interact with our insights team, and how we future plan, so that can only be a good thing.

Ally Atha, Brand Manager - Stella Artois, AB InBev UK Limited

Midlands Leadership Group, UK

Thanks, David, you did a great job as always.

Jay Hale, Leader, Midlands Leadership Group Limited

John Lewis Plc

Thank you so much for a truly wonderful session with us yesterday evening. It was insightful, though provoking, energising and truly excellent! So many of the delegates have communicated just how much they enjoyed your session! It was lovely to meet you and to be a part of your excellent session!

Sarah Bonner, Senior Manager, Space Planning

Jordans Ryvita Management Conference, Cambourne, UK

Many thanks for your contribution to the success of our workshop today – you gave us really great inspiration. Claire and I are very keen to follow up on slightly different topics so we will be looking to catch up soon.

Carol Welch, Marketing and R&D Director, Jordans & Ryvita

Smart Cities , Birmingham, UK

Many thanks for speaking at our Smart City event and participation in the panel session. Your presentation was excellent and went down very well, so really good to have your involvement here.
Nicola Bryant, Business Development Manager, Digital Birmingham, Birmingham City Council

Warwick Business School - MBA programme

Great presentation and discussion around "The Reset World" which has given me much food for thought.
Ian Swann

Trend+ Consumers Trends (Speaker & Chair), London, UK

It was great to meet you and thank you for being such an excellent Chair yesterday at the trends conference. I think your work is very interesting and really enjoyed the way you presented.
Karen Fraser, Director, CREDOS

Marketing Society Annual Conference, UK

I just wanted to add my personal thanks for your outstanding contribution to our Annual Conference last week. Your presentation was one of the highlights of a fascinating day, and left me feeling generally optimistic about the future for marketers and marketing.
Hugh Burkitt, The Marketing Society

Insurance Technology Congress, London

David, highly impressed by your Social Media presentation at ITC. Still rare to find people who genuinely know what they're talking about in the sphere. I'd like to add you to my professional network on LinkedIn.
Gary Nuttall MBCS CIP

Microsoft Imagine Summit, UK

I was over at your offices this morning. The last guy – David Smith – was fantastic!! I don't know if you guys are doing a TED style thing and uploading/distributing the talks to a platform. If you are, I'd love a link to his.
Daniel Daynes , Mindshare Worldwide

KingstonSmithW1 - 'Mashed-Up Business' Seminar by David Smith

It was simply the best seminar I've attended. David was a fantastic host and I came away motivated to share the knowledge gained with my agency. Just excellent - if you are of a mind to have David back, I'd be happy to take a couple of places."
Andy at Bostock and Pollitt

BBC, Salford Quay, Manchester

Thank you for this and all your time on Thursday, the feedback is very positive. Please let's keep in touch and see how we can continue to work together.
Simon Lloyd, Director of Media Engagement and North, BBC Marketing & Audiences

C-Store Forum, Faro, Portugal

I just wanted to say how much I enjoyed your presentation last week. You presented at The ACS conference last year and your content then made a real impact on how I did business with clients. I am sure that this latest presentation will do the same !
Stephanie Rice, Rice Retail Marketing

Medi360, Manchester, UK

Hugely enjoyed your session and I think we've had more requests for its summary than all the others ... there is something about looking at a business from a new angle that gets people very excited!
Caroline Marshall, Executive Editor, Haymarket Brand Media

Infineum Senior Executives Conference, Lisbon, Portugal

Thanks David. Your information was well received. Positive feedback from the group and leadership. Hopefully, everyone has a new mindset as we move forward. It was a pleasure meeting and working with you and hopefully we will cross paths again.
Steve Winston , Business Manager , Infineum USA L.P.

PwC client breakfast, UK

I just wanted to drop a line to say how much I enjoyed your sessions on Tuesday. We have had some great feedback from clients who clearly found what you had to say stimulating.

Chris Maw PwC, Partner

HSBC client lunch, UK

Thank you for today, feedback fantastic, agreed 1st meetings with 3 target businesses.

Kevin B Thorn, Area Commercial Director, Norfolk and Waveney, HSBC Bank PLC UK

World Halal Forum, Kuala Lumpur, Malaysia

The WHF opened with an eye-opening presentation from renowned futurist, David Smith, the CEO of Global Futures and Foresight in the UK. His take on "The Major Market Trends of the Coming Decade" was one of the clear highlights of the WHF. David's wide-ranging and far-sighted vision of how the world is changing was impressive, and it gave a new and graphic context for the developments in the Halal marketplace, and confirmed for the audience that there are exciting, if challenging, times ahead for this industry.

KasehDia Sdn Bhd, Kuala Lumpur, Malaysia

Engineering Sustainability - Systems Approach, City University, London, UK

The feedback that we received from the audience both during and after the event was highly complementary and much of that goes to your experience, empathy and quality contribution.

Professor Ali Hessami

CIONet, London, UK

I wanted to say listening to you is absolutely an eye opener every time. Thank you for providing another thought expanding presentation- - I could see CIOs desperately scribbling away all around and I kept thinking about all those accounts that seem to be oblivious of this New World ahead.

Chris Green, CIONet

Valtra 60th Year Celebration conference, Finland

Thank you very much for your valuable input at the Valtra event. The initial feedback has been applauding. I would like to thank you for your very interesting presentation. We have got a lot of positive feedback from our guests.

Hannele Kinnunen, Communications Manager, Valtra Inc.

Philips Lighting R&D & Global Marketing Conference, Eindhoven, Netherlands

I have really got very good feedback! It was very informative, eye-opening talk!

Melike, Product Design, Philips Lighting, LightLabs

IPA - Advertising Industry Conference, London, UK

Many thanks for your wonderful presentation at the IPA conference today.

You kindly offered to forward copies of your presentation and I'd love to take you up on that. There was so much great data and my old brain could not take it all in at once!

Jeremy Shaw, Chair, Kitcatt Nohr Alexander Shaw

Chartered Institute of Marketing Dinner, Brighton, UK

I thought you were terrific.

**Rosie Phipps Dip Pharm (S.A.), DipM, MCIM, DMS, FRSA, Chartered Marketer
Principal, Oxford College of Marketing**

International Insurance Society annual conference, Madrid, Spain

Thank you very much for participating as a speaker at the recently concluded International Insurance Society seminar in Madrid. The feed-back from our attendees has been overwhelmingly positive and I thank you profoundly for your contribution to the event's success. Your presentation was excellent and thought provoking – I am most grateful as it is the excellence of our speakers that make the IIS meetings unique.

Michael J. Morrissey, President and Chief Executive Officer, The International Insurance Society

Unisys Conference, St. Paul de Vence, France

You provided an excellent analysis of the global business, economic and social environment identifying a number of key considerations that businesses need to recognize and respond to. Based on up to date research and data it set the context for the remainder of the conference.

Bob Hawkins, Marketing Director Unisys

DEFRA Suppliers Conference, London

Your presentation was very thought provoking and a number of people were discussing it at the wine reception later on. We thoroughly enjoyed your presentation and the challenging yet persuasive messages you delivered and offer you our sincere thanks for the time you put into our conference.

Meenu Westhead, DEFRA

Chamber of Commerce, Guernsey, Channel Islands

We had our first scenario planning project on the Friday after your presentation, so the timing was excellent – I know my Minister wants to refer to some of the ideas in your slides in a presentation for later this week! Once again, many thanks for a really interesting presentation and hope you enjoyed your visit to Guernsey

Jon Buckland, Chief Officer, Commerce & Employment, States of Guernsey Government

CSC Financial Services Conference, Tokyo, Japan

I would like to extend my sincere appreciation on behalf of CSC for your excellent presentation and participation in our conference last week.

Prakash Thomas, Regional Director-Sales & Marketing, Financial Services Group-Asia

Developing Gloucestershire Conference. Cheltenham, UK

Many thanks for speaking at the Growing Gloucestershire Conference 2008, it is fantastic to be able to offer Gloucestershire professionals the opportunity to hear such a thought provoking presentation.

As I am sure you noticed there was a great atmosphere on the day and we have had plenty of positive feedback...

Penny Richards-Good, Marketing & Operations Manager

Centre for Enterprise & Innovation, University of Gloucestershire

Nick Peters, Owner, Business First magazine

“In a world where we are bombarded with myriad opinions, conflicting predictions and a glut of data, David Smith helps us see the future with piercing clarity. In business this is invaluable - listen to David and you will be on the next bandwagon - and exploiting it - before your competition even know it exists.”

Bank of Ireland, Dublin, Ireland

We were delighted to meet and talk with you on Tuesday and you've definitely provided food for thought amongst the team. There is a great buzz in here about the Awards (I just need to steer people away from the robot idea; it seems to have caught the imagination hugely!). So again, thank you for an insightful and interesting talk.

Lorraine Griffin, Bank of Ireland

Building Society Association, Annual Conference, Manchester

Many thanks for your excellent presentation which feedback suggests the audience really enjoyed.

Adrian Coles, Director-General, The Building Societies Association

Sustainability Conference, Prague

Thank you very much for your presentation which certainly helped to make it a most successful couple of days. The appraisal forms retrieved indicate that the delegates were very satisfied and found the conference most worthwhile. Once again, we very much appreciate the time and effort you put into producing and presenting your material and hope we may seek your help on a future occasion.

Jenny Fehrenbach, Event Manager, SustainPack

Financial Services Forum - London

Thank you for presenting to our general insurance group today. You gave us a breathtaking review of everything that is changing in our world.

Andrew Porter, Managing Director, The Financial Services Forum

Henley Management College – British Dental Association

I received very positive feedback this morning on your behalf as the participants enjoyed your presentation.

Kim Harris, Henley Management College

I had a number of people today saying how much they enjoyed your session so thanks very much.

Rebecca Chandler-Wilde, Director of Studies, Consortium Programmes

Distribution and Emerging Technology Conferences, LOMA, Tampa, USA

Delegate comments:

- Wow! Great start for the conference. Lots to think about.
- Great presentation, very thought provoking
- Extremely insightful and eye opening glimpse of the future
- Extremely relevant
- Easily could've provided 2 hrs of valuable content. Very good presentation skills
- Very informative, challenging presentation. Enjoyed him in Dallas and pleased with this year
- The type of presentation that makes these conferences wonderful
- Very informative- thought provoking
- So lively and easy to listen to. Information that can be beneficial for everyone in the future

Ann M. Purr, FLMI, CSP, PCS, AFSI, Second Vice President, Information Management, LOMA

Institute of Directors - Chairmen's Conference, London, UK

Just a quick note to say how much I enjoyed your presentation at the IoD Chairman's meeting on Friday...

I am sure that you could have taken the whole afternoon session and perhaps you should have done.

Fantastic, entertaining and thought provoking in equal measure, excellent.....

Nick Bramley, Chairman, Institute of Directors, North Yorkshire Branch

Cisco Advanced Services Kick-off - Berlin - Germany

First of all I'd like to thank you for presenting at the Cisco AS Kick-Off. Once the evaluations have been collected I will share the feedback with you but I can already tell you from the comments I received that people felt you were a very engaged speaker. The start was excellent and you've captured the audience's attendance... I'm convinced many participants will go home with ideas. You gave them food for thought no doubt!

Marina Van den Bossche, Executive Communication Manager, Advanced Services, Cisco

Institute of Directors Breakfast Meeting

"The presentation last week was one of the best I have attended this year - very informative and it has given me a lot to think about."

Simon Smith, Head of Commercial Centre. HSBC

"I felt that I had to respond. I found the presentation absolutely fascinating and it was interesting to see the response of the delegates varying from fear and disbelief to mild amusement. I have mentioned the event to number of colleagues and clients since. Thank you.

Stuart Stoter, International Trade Partner, Clydesdale Bank plc

"Wow! What a great Breakfast Meeting – many congratulations on also having such a superb speaker".

Neil Murphy, CEO [Armchair group](#)

"Really enjoyed the presentation. It has certainly sparked a fair amount of debate".

Jason Colombo, Operations Director C&C Technology

"The feedback from our guests has been fabulous".

Debbie Richardson. , CEO TFK Marketing

"I found the whole morning fascinating and the presentation truly inspirational".

Andrew Mais, , PMP UK Ltd

Reed Exhibitions - Berlin, Germany

David - Thank you so much for your presentation yesterday - it certainly hit the spot with most of the delegates and with the Board. The breakout session that followed was very animated (despite the late nights in the bar!) but did keep the issues raised in context. As you can imagine quite a number of delegates have committed to go away and find out more.

Lynn Mathieson, CMO, Reed Exhibitions

The presentation was great - well done!

Alistair Gornall, CEO, Reed Exhibitions

The Financial Services Forum – St. Paul de Vence, France

We invited David Smith to speak at our first European Executive Summit in St. Paul de Vence, France in 2004. With his encyclopedic grasp of global change issues and his professional but uniquely enthusiastic presentation style he proved to be a great success. So much so, that we have invited David to contribute to our summit every year since. In addition, we have invited David to address senior groups of executives to help them prepare their business for the future.

I would have no hesitation in recommending David as one of Europe's leading speakers and facilitators

Anthony Thomson, Chief Executive, The Financial Services Forum

Shirlaws International - Sydney, Australia

David – I wanted to personally write and thank you for the effort you put forward on our client survey. Your professionalism and ability to keep us focused and work to tight deadlines meant that our clients received superb value. And, as always, your presentation style really hit the mark!

Clare McCarthy, Chief Executive, Shirlaws International

The Pensions Network - UK

On behalf of myself and Patricia can I once again thank you for your superb input to our last Pensions-Net-Work meeting. We have had excellent feedback once again from members and we are looking forward to the next meeting in June.

Malcolm Small, Managing Director, The Pensions Net-Work, UK

EMBA Course - Tampere, Finland

Thank you very much for speaking in our Executive MBA program. You received a very good response from the students... I personally really enjoyed your presentation and the time we spent together. I look forward to seeing you again on some other occasion.

Petri Vehmanen, Professor, University of Tampere, Finland

Henley Business School - UK

I wanted to write and thank you for your excellent presentation at Friday's Forum at Henley. The feedback was excellent on the day overall, but your presentation in particular got rave reviews! I know you gave them a lot to think (and perhaps worry!) about, but the participants commented that your presentation was superb, very informative, thought provoking and indeed inspiring and entertaining. Their only negative comment was that they would have liked to listen to you for much longer!

June Sebley, Director, Henley Partnership

Financial Conférence - St. Paul de Vence, France

Just a short note to thank you for helping to make the conference one of the better one's that I've attended.

Mario Aristides ACII`, Head of Business Development, AXA Insurance UK plc

Thank you to you & the team for a superb 3 days. I thought the quality of the event was outstanding and the value gained far outweighed the time away from the business. It gave me valuable thinking time and the sessions prompted some real differences in my thinking about what customer centricity really means & how we could deliver it.

Andrew Norton, Head of Alternative Channels, Halifax Regulated Sales

LOMA - Dallas, USA

Thank you for speaking at LOMA's Distribution and Emerging Technology Conferences. Your presentation was very well received by our attendees. The information you provided was both useful and timely. The evaluations from the conference have been collected and the following reviews concern your presentation.

Comments: Very provocative, thanks. Timely, interesting, outstanding, thought provoking, I want more.
Very enjoyable. Eye-opening and thought provoking

Ann M. Purr, FLMI, CSP, PCS, Second Vice President, Information Management

SAS Scandinavian Airlines - Copenhagen, Denmark

Thank you so much for coming over. People were excited about "your hour"... it was a great day and they felt very committed at the end.

Casper Puggaard, Concept Manager, SAS Scandinavian Airlines Denmark

Keynote Speaking Engagements Include:

Future of Banking in China	Shanghai, China
Asia Banking Conference	Singapore
International Fund Forum	Monte Carlo, France
LOMA Conference	Dallas, USA
JCSE	Johannesburg, Republic of South Africa
Council for Scientific & Industrial Research (CSIR)	Johannesburg, Republic of South Africa
Commonwealth Scientific & Industrial Research Org.	Melbourne & Sydney, Australia
Henley Management Centre	Henley, UK
Unisys Banking Conference	Nice, France
FutureScene	St. Paul de Vence, France
Bank Administration International Conference	New Orleans, USA
The future of Retail Banking (IIEA)	London, UK
The Association of Exhibition Organisers	London, UK
Marketforce - Mobile Financial Services	London, UK
Packaging Industry Retailers Conference	Daventry, UK
Service Excellence Awards Conference	Nice, France
Unisys Analysts Summit	Nice, France
Press Evening - Unisys	Dusseldorf, Germany
Iberian Conference	Nice, France
Unisys Global Insurance Conference	Nice, France
Financial Summit 2006, GFF/Financial Services Forum	St. Paul de Vence, France
Financial Services Forum Annual Conference x 2	London, UK
PIMS, Richmond Events	Oriana, Jersey
Unisys, Pinnacle Club	New York, USA
EAE Development Conference	Nice, France
VMA, Conference	Konigswinter, Germany
Unisys Global Banking Conference	Nice, France
Formic, Mobile data technologies	London, UK
Computer Sciences Corporation Financial Services. (CSC)	Beijing, China
Global Packaging Conference	Madrid, Spain
The Financial Summit 2007	St. Paul de Vence, France
Institute of Directors	Southampton, UK
'The Publican' annual conference	London, UK
Annual Estate Agents Conference & Awards Ceremony	London, UK
LOMA Distribution Technology Conference	Tampa, Florida, USA
LOMA Emerging Technology Conference	Tampa, Florida, USA
Today's Food Wholesalers & Cash Carry Conference	Prague, Czech Republic
North Yorkshire Institute of Director After dinner speech	Harrogate, UK
Developing Gloucestershire Conference	Cheltenham, UK
Halal Markets Conference	Bandar Seri Begawan, Brunei
ACORD Implementation Forum	Ft. Lauderdale, USA
Henley Customer Management Network	Henley, UK
Home Sale Network Conference	London, UK
Spotlight North Wales Conference	Llandudno, Wales
Computerlinks University Conference	Royal Mint, London, UK
MIDEMnet, Music Industry Conference and Exhibition	Cannes, France
Allianz Innovation Workshop	Munich, Germany
British Computer Society - Launch of Institute of IT Panel	Royal Society, London, UK
NATO and Lloyd's of London - Risk Conference	London, UK

Royal Mail	Rugby, UK
Unisys South Africa	Johannesburg, S. Africa
Alliance & Leicester Group	Crewe, UK
Royal & SunAlliance, top 100 executives	Solihull, UK
More Than	Horsham, UK
Direct Line Insurance	London, UK
Reckit Benckiser	London, UK
Bausche & Lomb	Amsterdam, Netherlands
Shirlaws Business Coaching	San Francisco, USA
SAS, Scandinavian Airways	Copenhagen, Denmark
Shirlaws Coaching National Conference	London, UK
Unisys Netherlands	Amsterdam, Netherlands
Shirlaws Coaching, Global Conference	San Francisco, USA
Executive MBA Course (Speech and workshops)	Tampere, Finland
Shirlaws Client Conference, Australia	Sydney, Australia
Rogers & Co. Ltd.	Port Louis, Mauritius
Pensions Net-Work	Tring, UK
British Marine Federation, National Conference	Warwick, UK
Shirlaws Client Conference, UK	London, UK
Henley Management Centre (Consortium MBA)	Henley on Thames, UK
Higham Dunnett Shaw (Chairman's Dinner Speaker)	London, UK
Heinz (Innovation day)	Hayes, UK
Reed Exhibitions Annual Top Executives conference	Berlin, Germany
West Bromwich Building Society	West Midlands, UK
Heinz Foods, Global Procurement Conference	Alton Towers, UK
Royal Bank of Scotland, Insurance Brands, Marketing	London, UK
Institute of Directors, Chairman's Away-day 2007	London, UK
CISCO Advanced Services Conference	Berlin, Germany
Annual Investment Meeting, Fund Managers Conference	Gleneagles, Scotland
APS Annual client and Guest conference	Whittlebury, UK
West Bromwich Building Society Board Retreat	Canary Wharf, UK
HSBC Bank PLC Client Conference	Hampton Court, London
Standard Chartered Bank, 'Theme Week'	London, UK
British Dental Association MBA – Henley Management College	Henley, UK
Financial Services Forum – General Insurance SIG	London, UK
SustainPack – Sustainable Packaging Conference	Prague, Czech Republic
Building Societies Association, Annual Conference	Manchester, UK
FSF/Unisys – Life Insurance Summit	Nice, France
Bank of Ireland, Marketing Conference	Dublin, Ireland
Financial Services Forum – Future of Working from Home	London, UK
Clearswift, Client conference	Reading, UK
CSC, Financial Services Conference	Tokyo, Japan
HSBC Bank PLC Client Conference	Norwich, UK
HSBC Bank PLC Client Breakfast	Colchester, UK
APS Annual client and Guest Conference	Walton Hall, Stratford, UK
Yorkshire Business Association, Workshop	Harrogate, UK
MoneyPortal IFA Network Conference	Cannes, France
Audit Commission Workshop	London, UK
Wates, Strategy Presentation	Cobham, UK
ACORD, Board Presentation and Workshop	Paris, France
Country Range Group, Spring Conference	Manchester, UK
Brunei Halal Conference	Bander Seri Bagawan, Brunei

ClearPath Strategic Briefing, Unisys	St. Paul de Vence, France
International Insurance Society, Annual conference	Madrid, Spain
CRN Finance Forum	Reading, UK
Customer Service Network	Gloucester, UK
Telecommunications Executive Network - Digital Home 2010	London, UK
IPA, Advertising Industry Conference	London
Chartered Institute of Marketing, Annual Dinner	Brighton
World Halal Forum - Europe	London
The FWSIM 2010 CIO Executive Leadership Summit	Connecticut, USA
SPAR Bi-Annual Conference	Dubai, UAE
SAP Where next? Using sustainability to drive business growth	London
Radical Futures Forum	Helsinki, Finland
1st Annual Packaging Conference	Nottingham, UK
Farrers	London, UK
CIO Connect, Insurance Industry breakfast	London, UK
Philips Lighting	Eindhoven, Netherlands
Terex top executives meeting	Mannheim, Germany
Valtra (AGco) 60th Anniversary event	Jsofskaya, Finland
Lloyds Banking Group	London, UK
Warwick University Business School	Coventry, UK
CIONet	London, UK
WoW networking	Winchester, UK
Mars Chocolate Annual Sales Conference	Windsor, UK
IEEE City University - Systemic approach to Sustainability	London, UK
World Halal Forum	Kuala Lumpur, Malaysia
Bromford Housing Association	Bromford, UK
Your packaging partner client event	Bradford, UK
e-sure insurance	Reigate, UK
British Marine Federation	Southampton, UK
Red Dragon, Spar C-Store Bi-annual conference	Dubrovnik, Croatia
PriceWaterhouseCoopers	Norwich, UK
HSBC	Norwich, UK
Mills & Reeve	Norwich, UK
Infineum Sales and Marketing conference	Lisbon, Portugal
Media360 conference	Manchester, UK
C-Store OpenRoom conference	Faro, Portugal
Surrey University Employers conference	Guildford, UK
e-broking conference (Incisive Media)	Ascot, UK
BBC Marketing launch event at Salford Quay	Salford Quay, Manchester, UK
Ernst & Young - Risk Management conference	Rome, Italy
Ernst & Young - Management conference	Rome, Italy
InsuranceDay - Insurance Technology Congress	London, UK
Linpack - Fresh Ideas	Warsaw, Poland
" "	Madrid, Spain
" "	Frankfurt Germany
" "	Birmingham, UK
" "	Paris, France
Vlerick Leuven School of Management	Gent & Brussels, Belgium
TEN Next Generation Broadband conference	London, UK
Microsoft Summit - Imagine	London, UK
Trends+ consumer trends	London, UK

Warwick Business School, MBA programme	Coventry
Royal Bank of Scotland Insurance/Cap Gemini	London
Jobs Summit, RSA	London
Smart Cities Conference - Birmingham City Council	Birmingham
Basware Sales and Marketing Conference	Helsinki, Finland
Jordans Ryvita Management meeting	Cambourne, UK
Long Term Care Insurance Conference	Las Vegas, USA
Deloitte Technology Congress	Brussels, Belgium
Menzies 'Big Event' seminars	Southampton, Dorking, London
Product Design and Innovation Conference	London
Client event - HSBC, Grant Thornton, Birketts	Ipswich, UK
European Commission - Digital Agenda - Chairman - Social Media	Brussels, Belgium
European Parliament - Digital Agenda - Social Media Strategy	Brussels, Belgium
HSBC	Colchester, UK
ACORD Forum Asia, speaker and Chairperson	Singapore
CSC Financial Conference	Hong Kong
The only constant is change for OilTanking	Salzburg, Austria
IGP European conference	Berlin, Germany
Experian European Sales and Marketing Conference	Frankfurt, Germany
UK Trade and Investment (UKTI, Export event.	Gloucestershire, UK
KPMG Global Insurance Practice Heads conference	London, UK
Acord Club	London, UK
Chartered Insurance Institute	Leeds, UK
London Technology Week, Technology Conference	ExCel, London, UK
UKTI, Export Fair and conference	Bristol, UK
KPMG Client conference,	London, UK
Chartered Insurance Institute	Liverpool, UK
SMA Innovation Webinar	Global
Philippines Insurance Society	Manila, Philippines
Allianz Conference	Coventry, UK
QBE project launch	London, UK
FINEOS client summit	Dublin, Eire
Travelers Insurance Broker Conference	Loch Lomond, Scotland
BrightWave Annual Conference	London, UK
Financial Services Forum, Annual Conference	London, UK
Avios launch event, Keynote speaker.	Media City and Brighton, UK
KPMG - AIG - Willis - Women in Insurance Conference	London, UK
Prudential top 200 execs conference, Keynote	London, UK
Acord Forum Asia, 3rd year running, Chair	Singapore
Middlesex University - Interview to camera	London, UK
ADIDO Digital Summit	Southampton, UK
British Chamber of Commerce Executives Forum	Henley on Thames, UK
UK Broker Summit	Hampshire, UK
Aquila Insurance Executives dinner	London, UK
TEDx at Surrey University	Guildford, UK
Avios relaunch	Brighton and Salford
Henley Customer Centre	Henley-on-Thames
Financial Services Forum on Telematics	London
Lloyd's women in insurance conference	London
ICAEW Insolvency Conference	London

ANV Senior Executives meeting	London
Future Strategy - Futures conference,	Tehran, Iran
Roche meeting at Henley	Henley-on-Thames
Business Reset Breakfast, British Chambers of Commerce	Cliveden
Naked Leaders Annual Conference	London
Fix Auto Annual Conference	Burton-on-Trent
Financial Services Forum Annual Executive Summit	St. Paul de Vence, France
CCMA - Call Centre Association Annual Conference	London
Financial Services Forum Mortgage Summit	St. Paul de Vence, France
HSBC and Business West - 'An Audience with David Smith'	Bristol
Rydon Construction, All staff conference	Gatwick
British Gas, All staff conference.	Glasgow, Scotland
NetVu Insurance Conference	San Antonio, Texas, USA
Roche Strategy Event	Hatfield, UK
Finance and Investment Forum	London, UK
Ecclesiastical Insurance Conference	Gloucester, UK
Roche European Executives and High Flyers event	Welwyn Garden City, UK
Renewable Energy Generation conference	Berkeley Heath, UK
Amlin Motor Group Insurance Underwriters	City of London
John Lewis Partnership	Maidenhead, UK
Chaucer Insurance Syndicate, Strategy workshop	London
Institute of Travel and Tourism	Tel Aviv, Israel
Internet of Insurance Conference	London, UK
FutureFest	London, UK
Insurance Technology Congress, Chair	London, UK
EY Financial Services Executive Conference	The Grove, Middlesex, UK
The Association of Accounting Technicians Annual conference	Birmingham, UK
Atom Bank	St. Paul de Vence, France
HSBC Strategy Event	Bedford, UK
Irish Accounting Technicians Conference	Dublin, Eire
Roche Pharmaceuticals at Henley Business School, lecture	Henley-upon-Thames, UK
IBM CMO Day	South Bank, London, UK
The Future of Marketing in Financial Services	London, UK
Chime Specialist Marketing Agencies Group, Keynote	London, UK
Goodyear - Future Mobility press conference	Belgrade, Serbia
Knight Frank International IT Conference	London, UK
BOC Strategy event	Guildford, UK
Dublin Institute of Technology - Speech and executive workshop.	Dublin, Eire
The Future of Work in the Health Industry	London, UK
Annual conference in Distribution	Tehran, Iran
Digital Advice	London, UK
Global Family Office Summit	St. Paul de Vence, France
DLA Piper conference	Amsterdam, Netherlands
Majesco Convergence Conference	Ft. Lauderdale, USA
Chaucer Insurance	London, UK
Advocate Marketing Academy (AMA)	Maidenhead, UK
Adido Conference	Bournemouth, UK
Roche at Henley Business School	Henley-upon-Thames, UK
Marketforce - General Insurance Conference	London, UK
Agriculture and Horticulture Board	Kenilworth, UK
Midlands Leadership Group	Somerfield, UK

iClub conference	Kiev, Ukraine
Goodyear Annual Dealer Conference	London, UK
Financial Services Forum, Annual Confer5ence, Chair and Interviewer	London, UK