

# JEN BUCK

Award-Winning Keynote Speaker,  
5X Best-Selling and Award-Winning  
Author, C-suite Veteran, Top 100  
Speakers To Watch in 2024 & 2025

CLIENT & CUSTOMER  
EXPERIENCE

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## AMPLIFYING CLIENT IMPACT

**Small moments. Big loyalty. Massive impact.**

Amplifying Client Impact shows leaders and teams how to transform everyday client touchpoints into standout moments that build loyalty and trust. In this dynamic, engaging keynote, Jen Buck uses music, movement, and interactive demonstrations to illustrate the science behind human connection and high-level service. Drawing on proven practices from top-performing organizations, attendees learn how to communicate with intention, elevate emotional resonance, and consistently exceed expectations. This session equips participants with practical tools to make every client interaction personal, memorable, and results-driven—because in service and client experience, impact isn't a bonus...it's the standard.

**"I've worked with Jen multiple times with a large variety of clients. Today, she is my "go to" for motivational speaking and leadership development. There's no one I have encountered who brings the combo of experience, intelligence, and fun. Simply put, she is exceptional!"**

-Chris Grebowiec, Global Learning Leader, Square

### Deliver Client Impact That Drives Loyalty and Results

Gain practical tools for exceeding expectations, aligning service behaviors across the team, and creating consistent interactions that lead to deeper relationships and sustainable success. Learn how to put these practices into motion so every touchpoint delivers reliability, connection, and impact.



### Use the Science of Impact to Influence Client Experience

Discover how emotional contagion, behavioral cues, and brain-based trust triggers shape client perception—and how to intentionally create moments that elevate loyalty, satisfaction, and long-term engagement. Learn to use these insights to design service interactions that feel personal, memorable, and impossible to ignore.



### Activate Leadership That Inspires and Amplifies Impact

Gain practical strategies for connecting daily decisions to high-impact outcomes that strengthen teams, improve performance, and build lasting legacy. Learn how to translate intention into consistent action so your influence is felt in every room, every conversation, and every result.



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