presents

Howard E. Hyden

Recognized as the leading authority on Customer Focus.

Howard Hyden brings over 25 years of hard-won business acumen and hands-on experience to the podium. His well-earned reputation for turning companies around began early in his career when he led a division of Control Data, a Fortune100 company with over 53,000 employees, to new records for service and quality in just 14 months. His extensive research includes studies with such notable institutions as Harvard, Stanford, Duke and Kellogg business schools. Armed with this knowledge and his past experiences, Howard has developed a proven methodology for transforming organizations into astounding success stories.

Howard Hyden and The Center for Customer Focus

In addition to speaking engagements, Howard produces a variety of published works and was recently one of four experts featured in *Conversations on Success* and is the author of the soon to be released book "Add Value or Stay Home." He designed a series of best-practice learning resources at the Center for Customer Focus (CCF) located in Colorado Springs, CO. As founder of CCF, Howard Hyden continues to innovate some of the most dynamic business concepts utilized today. He is an MBA graduate with honors from Pepperdine University and majored in electrical engineering as an undergraduate at the University of Illinois.

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