



**Robert Richman** is a culture strategist and was the co-creator of Zappos Insights, an innovative program focused on educating companies on the secrets behind Zappos' amazing employee culture.

Robert built Zappos Insights from a small website to a thriving multi-million dollar business teaching over 25,000 students per year. Through his work, Robert has been helpful for improving the employee culture at hundreds of companies like Google, Toyota, Eli Lilly, and Inuit.

As one of the world's authorities on employee culture, Robert Richman is a sought after keynote speaker at conferences around the world and has been hired to teach culture in person at companies like Google, Toyota, and Eli Lilly. He has pioneered a number of innovative techniques to build culture, such as bringing improv comedy to the workplace.

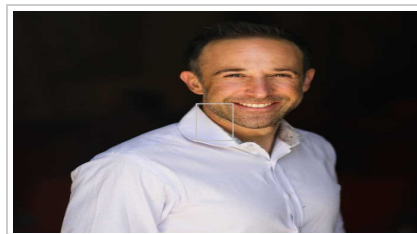
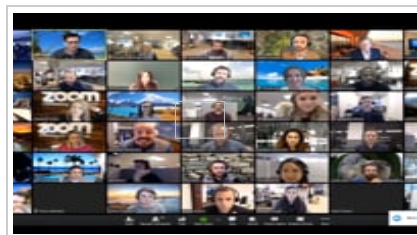
His new book, *The Culture Blueprint*, is a systematic guide to how a workplace can help people grow, inspire amazing service, and ultimately drive revenue through amazing culture.

Robert Richman graduated from Northwestern University with a degree in film, as well as from Georgetown University's Leadership Coaching Program. He is a member of the Transformational Leadership Council.

## Robert Richman

### Speech Topics

- Virtual Keynotes
- Leadership
- Innovation
- Customer Experience
- Corporate Culture
- Change



## Testimonials

“We have been working together for 3 years now. You pushed me in ways that I was uncomfortable with, but in hindsight it was exactly what I needed. You taught me how to ask the right questions and to look at the business in a very different way. You have helped me become a better leader than I already was. And my success is in no small part due to what we’ve done together.” (Click here to see the video)

- Director HQ Customer Service Operations, Verizon.

“What a fantastic experience it was learning about Zappos culture from Robert Richman. He gave tremendous insight into what makes their culture work and also gave practical applications of how we could be even more effective at Whole Foods Market. And our culture is very deep already! His examples of service and how to make immediate impact on the team were awesome... I can't recommend Robert enough!”

- Vice President, Whole Foods.