



Mj Callaway

Corporate Positive Change Expert

Mj Callaway equips organizations to embrace change, momentum, and a Bounce-Up™ Mindset to boost results in performance, productivity and profits.



Introducing the Bounce-Up Framework™



What Clients Are Saying...

"I don't know how you do it. Our employees groan because they don't want to participate in the training. Then, they walk out of the first session smiling."

– **Bill Matthews, Human Resources Director**

"Mj delivered a high energy and engaging program for my team. She provided techniques and stories that got everyone thinking on how to approach and respond to change from a positive perspective."

– **Jackie Lesjak, Chief Operating Officer, Special Pathogens Laboratory**

"If you are looking for an online presenter with passion and bounce that not only engages and educates her audiences, but also inspires them to be their best, Mj Callaway will be a great fit for your organization and next event."

– **Andrew Sanderbeck, Managing Partner, PCI**

"Mj Callaway is easy to work with and listens to the needs of her clients. She is full of energy and engages the participants and gets them up, moving and interacting. Very practical strategies that can be applied immediately."

– **Melissa Lattanzi, Continuing Education Coordinator, Northeast Ohio Regional Library System**

Change Management

- What's Your Bounce-Ability? How to Pivot, Thrive and Bounce-Up™ During Change
- Stress-Free Express: Ditch the Stress Train and Thrive

Customer Engagement

- Calm Challenging Customers: Customers Are A Gift Until They're Not!
- Level Up Your Client Follow-Up Engagement: 10 Strategies to Skip the Useless "Checking In" Messages

Professional Development

- Level Up Your Success Path: Unleash the Power of Your Circle of Influence
- The Leader Within: The Power of Communication and Professional Presence

Mj Knows Change, Momentum & Results

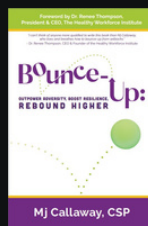
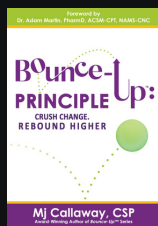
Change hit Mj Callaway with four significant crises, from starting over with \$500 as a domestic violence survivor to a three-time cancer warrior. During her time as the only female sales executive in the Top Five for a national builder, Mj's colleagues called her the Clean-Up Crew because she could convert angry people into happy clients. Mj shares her results-driven strategies with others who want to accelerate performance, productivity, and profits.

blind spots
CERTIFIED NAVIGATOR





Mj Callaway, CCMS



Got Bounce-Ability? Six Keys to Organizational Success

1. Bounce-Ability

- ✔ Embraces change
- ✔ Will improvise
- ✔ Drives positive results

2. Opportunity

- ✔ Identifies solutions
- ✔ Pivots quickly
- ✔ Maintains a bigger vision

3. Unstoppable

- ✔ Recognizes strengths
- ✔ Utilizes new tools
- ✔ Jumpstarts momentum

4. Network

- ✔ Builds intentional connections
- ✔ Develops a support system
- ✔ Values collaboration

5. Communication

- ✔ Considers all perspectives
- ✔ Practices positive interactions
- ✔ Fosters proactive choices

6. Energy

- ✔ Directs energy toward results
- ✔ Performs well during change
- ✔ Drives momentum upward

What Participants Are Saying...

"I absolutely love how vibrant and calm you are at the same time. I love the way you explain and break things down. I would recommend your presentation to any of my peers."

– **Chevonne Torrence, Tourism Sales Manager, Tuscaloosa Tourism and Sports**

"I found your personality and presentation delightful! You reinforced and inspired me to think outside the box. I'm adding and suggesting experiences, instead of just the regular live music shows that people expect to see."

– **Patty Nilges, Group Sales Manager, Branson.com**

"I really enjoyed your program Calm Challenging Customers for TBLC. You were very informative and engaging. For as many customer service training seminars that I have attended, I was able to learn quite a bit from yours!"

– **Susie Stumpo, Manatee County Public Library System**

"Mj, I just filled out ABA's survey and I listed you as the best speaker."

– **Karl P. President**

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