



Jason Young has been called a “rare breed” when it comes to developing leaders and customer service initiatives. As a former senior-level manager at Southwest Airlines, Jason learned the value of a successful workplace culture. During his 10-years with the airline consistently rated No. 1 in customer service and employee satisfaction, he was a key driver in creating and developing the company’s innovative training programs for its successful leadership and customer service culture that have become renowned in the business world today.

Driven by the need to extend his unique insight in leadership development to others outside Southwest, Jason separated from the pack in 1998, when he left the airline to launch his own consulting practice to focus on corporate training and development services provider specializing in leadership, customer service and team building. Today, as president of LeadSmart, Inc., Jason shares his vision in developing successful corporate cultures and workplace environments with forward-thinking companies, including Starbucks, Radio Shack, Coca Cola and Tyson Foods, to name just a few. He has even returned to his old turf - Southwest Airlines - to extend his knowledge as a corporate training consultant in leadership development area once again. He has even captured his philosophy of creating high performance cultures in his recent book, Culturetopia - the ultimate high performance workplace.

Capturing the innovative strategies and tactics he created at Southwest Airlines, Jason offers insights and practical information that can be implemented immediately. His keynote presentations and training programs are in demand for audiences of all types - from senior level executives to front line employees. Jason’s ...

Testimonials

Our company selected Jason Young to present at our annual company meeting because the message Jason promotes of building and sustaining a great company culture is one that Homeowners Financial Group has built itself around since it was founded. Jason's book, his presentation, and his delivery were 100% on point with what we had been promised, and it fit perfectly with the message we wanted delivered to our people. More importantly, Jason was engaging with the audience, and kept everyone interested from start to finish. Culture has almost become an overused term in the business world the past several years. Everyone has a culture, but few have a culture that can bring diverse groups together to produce extraordinary things. Jason has a terrific grasp on how to foster that kind of culture. Everyone should hear his message.

- Pat Lamb, President - Homeowners Financial Group.

Jason Young is high energy, knows his subject and presents it in a way that leaves you feeling great! He breaks down challenging subjects into easy-to-understand components and applies common sense to tough topics.

- Mike Bessier - Starbucks Coffee.

Jason Young

Speech Topics

- Teambuilding
- Organizational Skills
- Management
- Leadership
- Generations
- Employee Engagement



