



**Andrea Howe** is the co-author, with Charles H. Green, of *The Trusted Advisor Fieldbook: A Comprehensive Toolkit for Leading with Trust*. She is founder and President of BossaNova Consulting Group and also a lead consultant for Trusted Advisor Associates. She previously worked for the \$1B technology consulting firm American Management Systems (AMS), where her roles included project manager, client relationship manager, and Director of Leadership Development. In 20 years of consulting, Howe has dramatically increased the effectiveness of thousands of people in client service roles through off-sites, workshops, presentations, and learning programs in interpersonal skills and mindsets.

A skilled seminar leader and speaker serving top global firms in accounting, consulting, and other professional services, Howe addresses strategic topics such as how to:

Apply three models that are the foundation of all trust-based relationships

Improve business relationships using all four variables of the trust equation

Promote customer intimacy and client loyalty

Develop business with trust

Apply the dynamics of influence to achieve results

Deal with conflict in a trust-building way

Pragmatic and engaging, Howe shares with her audiences a rich and diverse toolkit to increase trustworthiness in any stakeholder relationship, starting now.

Howe is a returning guest lecturer for MBA students at American University and George Washington University, and holds an MS in Organization Development from the American University/NTL program (2002), a BBA in Computer Information Systems from Texas A&M (1992), and certifications in team development, collaborative problem-solving, and action ...

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### Speech Topics

- Sales
- Customer Relations Mgmt
- Communication Skills
- Business Communications



## Testimonials

“Charles and Andrea cut to the chase on trust—the one thing you can’t lead without. They have provided us with a hands-on, state-of-the-art look at building trust, which is the essential component for becoming valued leaders to our teams and true business partners with our clients.”

- Chief Human Resources Officer, Grizzard Communications Group.

“Everyone talks about being a ‘trusted advisor,’ but few people have real science behind it. Green and Howe have got experience, data, and perspective; they don’t shy from the really difficult tasks in client relationships. We have found them to bring practical, tactical expertise to the ideas already developed in *The Trusted Advisor* and *Trust-Based Selling*.”

- Managing Partner, Accenture.