



# CS100SUMMIT

*Presented By*

client**success**





**DAVE BLAKE**



FOUNDER & CEO,  
CLIENTSUCCESS

**Elevating Your Impact**



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**DESIRED OUTCOME?**





**DELIVER THE BEST &  
MOST INSPIRING  
CONFERENCE  
EXPERIENCE  
IN CUSTOMER SUCCESS**



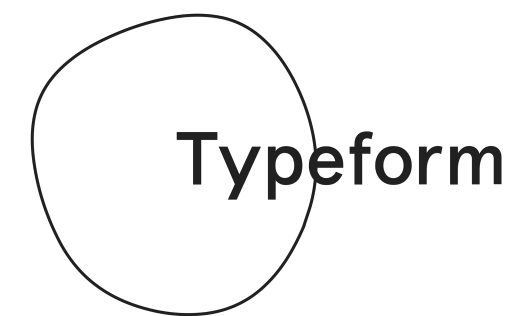
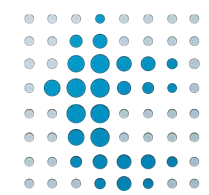






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***Kristi Faltorusso***  
***ClientSuccess***



***James Lawrence***  
***The Iron Cowboy***



***Donna Weber***  
***Springboard Solutions***



***Nisha Baxi***  
***Gong***



***Greg Daines***  
***ChurnRX***



***Nicholas Tyson***  
***SmartVault***





***Chris Koehler***  
***Box***



***Maranda Dziekonski***  
***Swiftly***



***Bob London***  
***Chief Listening Officers***



***Nils Vinje***  
***B2B Leaders Academy***



***Patrick Campbell***  
***Paddle/ProfitWell***



***Beth Yehaskel***  
***Winning By Design***



***Sterling Snow***  
***Divvy***





***Aaron Thompson***  
***SuccessCoaching***



***Marley Wagner***  
***ESG***



***Sheik Ayube***  
***ESG***



***Jay Nathan***  
***Higher Logic/GGR***



***Kristy Muir***  
***Pelion VC***



***Eugene Lee***  
***OMERS Ventures***



***Kory Knell***  
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**Success**COACHING

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# SuccessCOACHING

# Top 25 Influencers & Top 100 Strategists



SUCCESS  
IN BLACK



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# IMPACT

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# BOLDER **IMPACT** AT YOUR COMPANY

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**STAY  
IN YOUR  
LANE**

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**DON'T**

**STAY  
IN YOUR  
LANE**





product strategy

Company strategy

SALES strategy

**IMPACT**

COMPANY CULTURE

IDEAL CUSTOMER  
PROFILE

CUSTOMER EXPERIENCE

Marketing strategy





“

*EXCEL IN YOUR CURRENT ROLE....*

*AND SHOW THOUGHT LEADERSHIP*

*OUTSIDE YOUR ROLE.*”





- **Be Persuasive**
- **Be Collaborative**
- **Be Innovative**
- **Be Bold**
- **Be Impactful**





# BIGGER **IMPACT** ON DEVELOPING LEADERS

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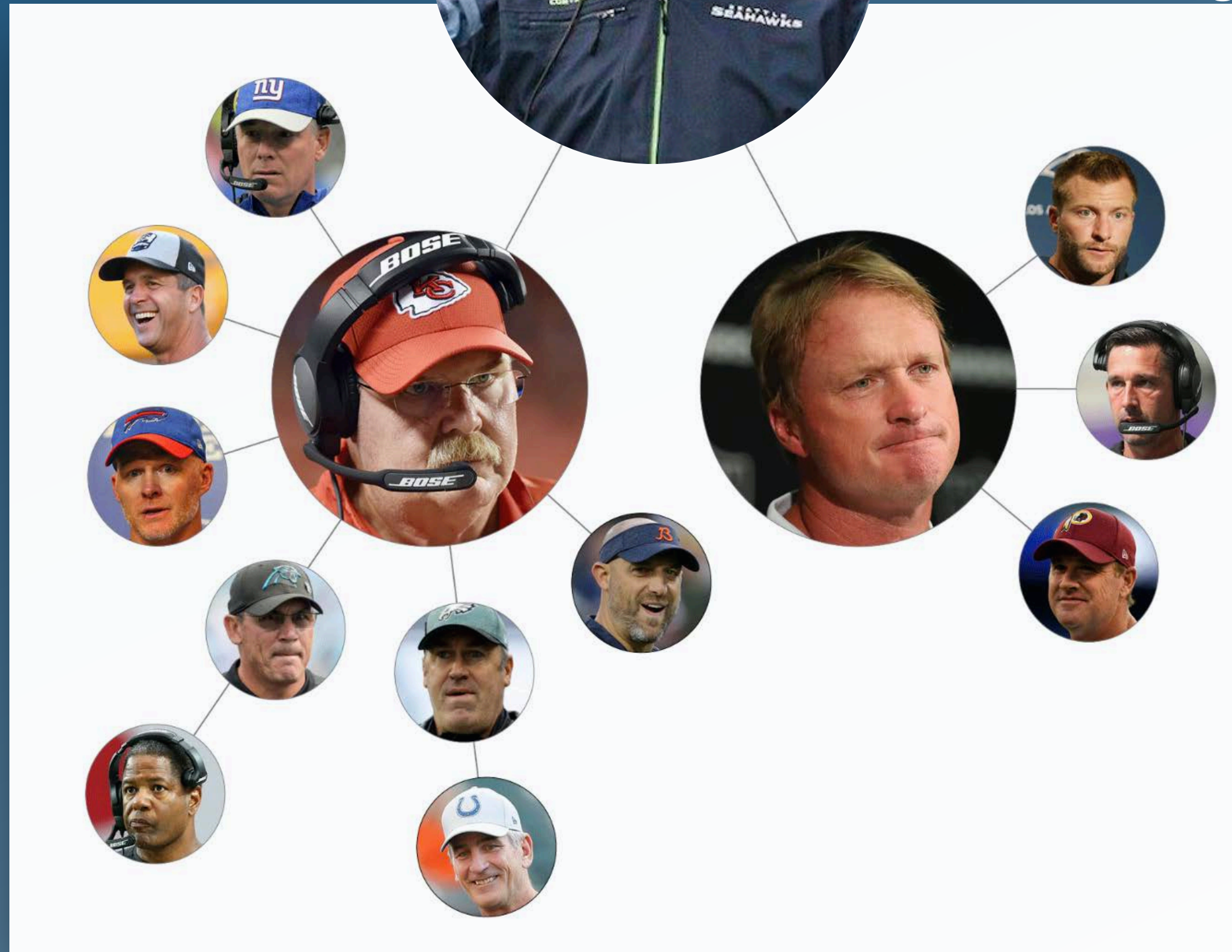




# FAMOUS COACHING TREES



Mike Holmgren



\*Source: Washington Post



Bill Parcells



\*Source: Washington Post





*Younger Dave*





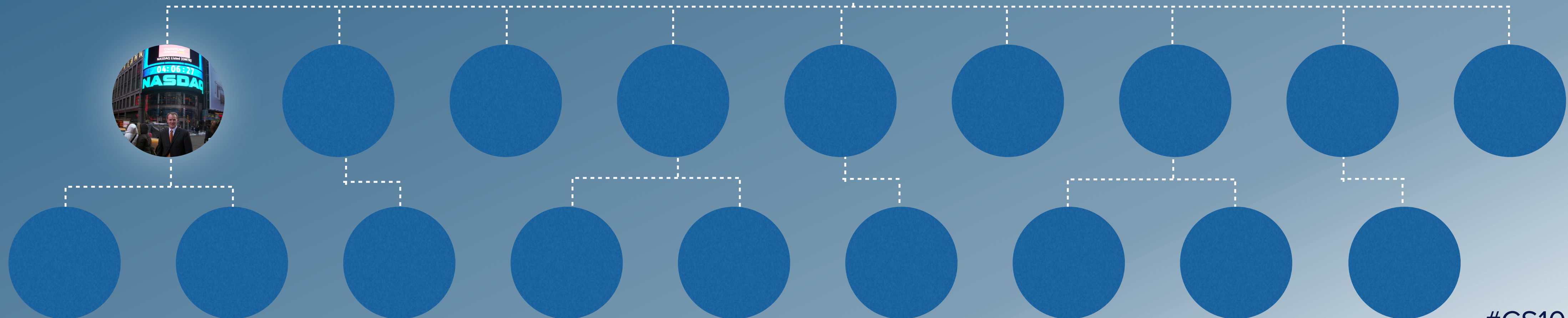
*Steve Wellen*

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*Steve Wellen*







- **Be an Authentic Leader**
- **Be an Active Coach**
- **Be a Servant Leader**
- **Be a Developer of Leaders**
- **Be Impactful**





# BROADER **IMPACT** ON THE COMMUNITY

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**THANK YOU FOR  
GIVING SO GENEROUSLY**

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# MAKE YOUR MARK

**Alexandra Thebert** • 1st  
Enterprise Customer Success Manager at Chili Piper  
1mo

The Product <> CS relationship is one of the most important in any company — and it's often overlooked.

**Erika Villarreal** • 1st  
Customer Success addict | Product Obsessed  
2w

6 skills hiring managers look for in a CSM  
Looking to land your next CS role?

**Ronni Gaun** • 1st  
Enterprise Customer Success Manager at Zoom | Zoom Cares Volunteer P...  
1mo

I'm downright giddy today.  
Not only is it #internationalwomensday but it is also the launch of a project near and dear to me!  
CS Ladies is a service organization focused on empowering women through a "learn with and from" approach that leads to personal success.

**Ziv Peled** • 1st  
Chief Customer Officer. People, value and relationships obsessed. Op...  
1yr

Customer Success = Employee Success => The leader is the "Customer Success Manager" of the employee and their goal is to help the employee to be successful.  
It's all about the people

**Guy Rahamim** • 1st  
Relationship Builder | Enterprise Customer Success Manager  
1mo

How to Think Like a CSM Before You're a CSM  
I am very happy to share this article that was published on CS In

**Sam Feil** • 1st  
Enterprise Customer Success Manager at Lob - we're providing the buildi...  
1yr

Excited to share this CSM from the Trenches post!  
7 Customer Success Mentors Share Ways to Improve "Customer Suc...see more

**Elisabeth Courland** • 1st  
TOP100 Customer Success Strategist // Doing tons of stuff to promote Custo...  
2d

TTV measures how quickly your customers think they benefit from the value your product provides.

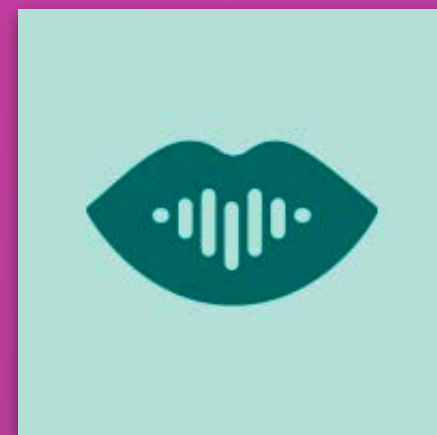
**Brittany Moore** • 1st  
Customer Success Manager | 76% Existing Logo Expansion | 95% Cust...  
1mo

2021 is being predicted to be the year when we'll finally see as a service adoption increasing on a larger scale.  
With some of the last holdouts joining the as a service marketplace, I ...see more

**Moore Minute**  
Brittany Moore

**Kristen Gray Psychas** (she/they) • 1st  
Sr. CSM @ ClientSuccess  
1w

It's #HotTakeTuesday  
The most effective CSMs do not have perfect client satisfaction  
the most effective CSMs identify risk early and communicate it \*broadly\* within an organization



**Kristi Falorusso** (She/He) • 1st  
2020 & 2021 Top 25 Customer Success Influencer  
1mo

If you are a Customer Success Leader, you know your customers when situations are "es...  
Build in time daily, yes daily, to reach your goals through conversations. Don't assume that

**Maranda Ann Dziekonski** (she/her) • 1st  
Senior Vice President Customer Success and People at Swiftly, Inc. // Top 50 ...  
1d

Happy Monday!!  
My post last week about providing folks a career path outside of mar...see more

**Jeff Breunsbach** • 1st  
We connect your people — customers, members, emp...  
3mo

"I'm moving into a #CSM role...what do I need to learn?"  
This message is prevalent. First-time CSM.  
So here's some advice for anyone entering into this #customersuccess

**Julie Weill Persofsky** (She/Her) • 1st  
Transforming B2B SaaS Companies by Accelerating their Revenue Potent...  
3mo

In 2020 we saw Customer Success teams save companies from major revenue loss, and in some cases see greater revenue numbers than expected. In 2021, we face an opportunity for Customer Success to take a leading role i...see more

**Sue Nabeth Moore** • 1st  
Co-Founder Success Chain / Top 50 Customer Success Influencer 2021 (...  
1mo

Customer success presents an opportunity to close the gender gap.  
We started this conversation a year and a half ago at the Pulse confe...S

**Gender Diversity in Customer Success - Virtual Panel**  
24th March (17.00 - 18.30 BT)

**Emilia D'Anzica** (She/Her) • 1st  
Helping companies grow by turning their customer success organization i...  
1mo

Why will Customer Success be the next big driver? What do we wish for in the coming months when it comes to SaaS Tech? Check out this 17-minute video produced by OMERS Ventures & let us know what we missed, what'...see more

**Ashna Patel** • 1st  
Emotionally Intelligent Manager of Customer Success at Ascent Cloud | Co-...  
2h

Books= your chance to focus on #Personaldevelopment  
"Books are your best friends, they are always giving. No Demand, r...see more

**CUSTOMER SUCCESS: IT'S NOT JUST ABOUT CHURN**

**Matt Myszkowski** • 1st  
Senior Customer Success Executive | Leader | Mentor | Top 25 CS Influen...  
3w

The best #CustomerSuccess Managers:  
1. Know your customers; intimately  
2. Represent your customers best interests

**Ed Powers** • 1st  
Top 100 Customer Success Strategist leading breakthroughs  
3h

We humans are generally optimistic. And that's linked to better sleep and a healthier, longer life.  
But there's a downside. Optimism leads to procrastination. The time, cost and effort it takes to complete a weekend project takes three.

**Jay Nathan** • 1st  
Co-founder of the Gain, Grow, Retain CS community and Chief Customer ...  
2mo

#csm teams - no news is bad news in customer success. The longer we go without hearing from a customer, the more likely it is that risk is accruing.  
#customersuccess





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- **Be a Creator**
- **Be a Connector**
- **Be a Mentor**
- **Be Generous**
- **Be Impactful**



# IMPACT

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**BUILDING  
RELATIONSHIPS  
THAT LAST**





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