



# Paul Nunn

Certified Coach, Facilitator, and Author for Community Banks

## Speaker Kit

*Practical tools. Real-world stories.*

*Bank-ready training that sticks.*

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### SPEAKER BIO



Paul Nunn helps community banks transform their culture from the inside out — through practical leadership development, common-sense sales training, and people-first coaching strategies. A former teacher turned teller, Paul understands firsthand what it takes to lead, coach, and serve in the real world of community banking.

Paul has studied coaching with some of the best in the world — including executive coach and New York Times best-selling author Marshall Goldsmith, whose work on leadership behavior change continues to influence Paul's approach. He also trained under internationally certified executive coaches from Impact Coaching Solutions, whose practical and global frameworks shape

the way he helps leaders coach, communicate, and grow.

Since 2007, Paul has worked with thousands of bankers nationwide to develop stronger managers, improve customer service, increase referrals, and create workplaces people actually want to be part of. He is a frequent speaker for several banking associations, a faculty member at multiple banking schools, partners with community banks to develop stronger leaders, better sales and service skills, and more.



## **PUBLISHED BOOKS:**

- [\*\*The S-Word\*\*](#) – because in banking, sales shouldn't be a four-letter word. A refreshingly honest guide to customer conversations and sales in community banks and credit unions.
- [\*\*Transformational Leadership Journal\*\*](#) – What is a leader? How can I become a better leader? This 100-page journal is a great resource for any leader.
- [\*\*10 First Days\*\*](#) – My story of 10 very different onboarding experiences.



## Keynotes with Book Signing Options

**Title:**       **Featured Book: The S-Word - How Service-First “Sales” Skills Grow Deposits, Strengthen Relationships, and Elevate Banking Performance.**

**Summary:** Many bankers are uncomfortable with the word “sales” — yet growth depends on stronger relationships, deeper conversations, and better service experiences.  
Based on his newest book, *The S-Word*, Paul Nunn reframes the “S-word” by showing how service-first sales skills naturally strengthen customer relationships, increase deposits, and improve overall performance. Participants learn how to uncover customer needs through meaningful conversations, recognize opportunities to serve more effectively, and build trust without pressure or awkward sales tactics. This session helps bankers move beyond transactions to relationship-driven growth — in a way that feels authentic, comfortable, and aligned with community banking values. All without feeling like you just sold a used car. No used-car salespeople were harmed in the making of this keynote.

**Title:**       **Featured Book: 10 First Days - How Great Onboarding Builds Stronger Employees, Better Service, and Long-Term Retention. From a First Day Expert.**

**Summary:** The first days on the job shape how employees view their role, their leaders, and the organization — yet onboarding is often rushed, inconsistent, or left to chance. Or worse, non-existent.  
In this entertaining and insight-filled keynote, Paul Nunn draws from his book *10 First Days* and his own experiences starting multiple new roles to walk leaders through what onboarding truly feels like from a new employee’s perspective. Through humor, real-life stories, and practical strategies, participants discover simple ways to improve training, communication, support, and early engagement.  
This session shows how intentional onboarding reduces turnover, accelerates productivity, minimizes errors, strengthens culture, and improves customer service and sales — creating a strong foundation for long-term success. So...um... where’s my office?



**Title:** **Coaching Every Employee — Not Just the Easy Ones.** How Great Leaders Adapt Their Coaching Style to Unlock Performance, Engagement, and Accountability.

**Summary:** Most leaders were taught one way to coach — but real teams don't work that way.

In this engaging and practical keynote, Paul Nunn shows leaders how to coach differently based on what each employee truly needs to grow and perform. Participants will learn proven strategies for developing new employees, motivating high performers, re-engaging burned-out team members, addressing resistant personalities, and navigating difficult coaching conversations with confidence.

This session equips leaders with adaptable coaching tools that build accountability, strengthen culture, and drive real performance — across every personality and performance level.

**Title:** **The Banker's Brain** – How Stress Impacts Leadership, Decision-Making, and Workplace Conflict

**Summary:** Banking is a high-pressure industry — and stress doesn't just affect morale; it changes how the brain functions.

In this engaging and eye-opening keynote, Paul Nunn breaks down the biology behind the fight-or-flight response and explains how stress hormones influence communication, decision-making, and conflict at work. Leaders will discover why stressful situations often escalate, how emotional reactions override logic, and how simple awareness techniques can immediately reduce tension with employees, customers, and colleagues.

This session equips banking leaders with practical tools to regulate stress, de-escalate conflict, and create calmer, more productive teams — even in demanding environments. Which can be everywhere...



**Title:**        **I want to be a Manager, but I don't know where to start.**

**Summary:** Many employees aspire to leadership — but few are taught how to prepare for it. At the same time, managers often struggle to develop high-potential employees into confident, capable leaders. In this engaging and practical keynote, Paul Nunn provides a clear roadmap for emerging leaders who want to step into leadership roles, while equipping senior leaders with tools to coach and develop future managers. Participants will learn the foundational skills of leadership, how to build credibility, communicate effectively, handle responsibility, and create early wins that accelerate growth. This session helps you take action on starting your leadership journey. And if you're a senior leader, how to help an aspiring leader start theirs.

**Title:**        **How to Coach (and even have time to eat lunch).**

**Summary:** Most managers know they should coach more — they just don't have the time. In this practical and fast-paced keynote, Paul Nunn shows leaders how to coach in real moments of work without adding meetings, paperwork, or extra hours to their day. Participants will learn quick coaching techniques that take seconds, not sessions — whether in a busy lobby, during a quick hallway conversation, remotely, or between customers. This session equips managers with simple, realistic coaching habits that improve performance, engagement, and accountability — so that you have time to eat that lunch on your desk before it grows legs and walks off.



## Keynotes for Women in Banking

**Title:** **Yes! You DO Belong Here.** Overcoming the Imposter Syndrome.

**Summary:** What do Maya Angelou, Tom Hank and other incredibly successful people have in common with you? They all secretly wonder if they truly belong in their role — despite their success. This internal self-doubt, known as imposter syndrome, can limit confidence, decision-making, and leadership presence.

In this engaging and practical keynote, Paul Nunn helps leaders recognize the patterns of imposter syndrome and provides proven strategies to overcome self-doubt, build confidence, and fully step into their leadership role. Participants will learn why imposter syndrome is so common among high achievers, how it impacts performance and communication, and how to replace hesitation with clarity and confidence.

This session empowers leaders to trust their abilities, show up with authority, and lead at their full potential. And yes, Paul has imposter syndrome, too; writing this summary and preparing to speak to you. So let's help each other not only see the gifts we bring but help each other give those gifts to each other.

**Title:** **You GOAL, Girl!**  
**How the Rise of Women Leaders Is Reshaping Banking — and How to Set Goals That Lead the Way**

**Summary:** Women are stepping into leadership roles and entrepreneurship at record levels — and this shift is beginning to reshape how communities choose, trust, and engage with financial institutions. As women grow in influence as executives, business owners, and decision-makers, banks that develop and empower women leaders will be better positioned for long-term growth and loyalty.

In this inspiring and highly practical keynote, Paul Nunn explores how the rise of women in leadership is changing the future of banking while equipping participants with proven goal-setting strategies to accelerate their own success. Attendees will learn how to set SMART goals, create clear action plans, build momentum, and overcome internal barriers that often hold high performing women back.

This session empowers women to take ownership of their career path — while helping organizations recognize the strategic value of developing strong women leaders who will shape the next generation of banking relationships.



**Title:** **“Wait! Don’t Go!”- How to Attract, Develop, and Retain Top Talent — Even When Budgets Are Tight.**

**Summary:** Many community banks across the country are losing talented employees — often not because of pay alone, but because of limited growth, development, and support. In this practical and eye-opening keynote, Paul Nunn shows leaders how to attract strong talent within their communities, create meaningful development opportunities, and build a culture that keeps high performers engaged — even when budgets are tight. Participants will learn proven strategies for recruiting creatively, developing employees through coaching and growth pathways, and preventing top talent from walking out the door. This session equips leaders with realistic, affordable approaches to strengthen their talent pipeline and dramatically improve retention.

**Title:** **“You’ll have to talk to Debra. “I’m Just a Teller...”  
How Frontline Perception Impacts Service — and What Leaders Must Do to Change It.**

**Summary:** Your tellers and branch employees are the face of the bank — yet they are often the least trained, least supported, and least empowered. When service issues arise at the teller line, by the time they reach senior leadership, it’s often too late to fix the customer experience. In this keynote, Paul Nunn challenges traditional leadership thinking by flipping the organizational chart upside down — showing why everyone in the bank ultimately works for the frontline staff who serve customers every day. Leaders will gain new insight into how customers view tellers, how tellers view their own role, and what frontline employees truly need from leadership to succeed. This session equips leaders with strategies to invest in, empower, and develop frontline teams — driving better service, stronger relationships, and long-term loyalty... all without needing a supervisor override.



**Title:** **“Are you a customer here?” And other phrases that send customers storming into your office.**

**Summary:** Many customer service breakdowns don’t come from bad intentions — they come from small phrases that unintentionally create frustration, conflict, and lost trust.

In this engaging and often humorous keynote, Paul Nunn exposes common “service-toxic” phrases that push customers away — such as “Are you a customer here?”, “That’s our policy,” and “There’s nothing I can do” — and explains why these words trigger defensiveness and dissatisfaction. More importantly, leaders and frontline teams learn practical, customer-centered language that builds trust, solves problems, and strengthens relationships.

This session equips teams with simple communication shifts that dramatically improve customer experience and loyalty. (per Reg CC)

**Title:** **E.L.F. | T.A.L.K. – Speak the language of outstanding customer service.** Turn Everyday Conversations Into Stronger Relationships and Results

**Summary:** Exceptional customer service and successful sales conversations don’t happen by accident — they follow simple, repeatable communication habits.

In this engaging and practical session, Paul Nunn introduces two easy-to-remember frameworks — T.A.L.K. (Trust, Ask, Listen, Know) for building strong customer relationships, and E.L.F. (Empathize, Listen, Focus on Solutions) for confidently handling objections and concerns. Participants will learn how to create trust quickly, ask better questions, truly listen to customer needs, respond to objections with empathy, and guide conversations toward solutions that benefit both the customer and the bank.

This session equips frontline staff and leaders with tools they can use immediately to improve service experiences, strengthen relationships, and drive growth — without feeling salesy or scripted... and without wearing jingle bells on your shoes.





**Title:** **"I'm Not Going Out There! You can't make me!" The Branch Manager's Guide to Business Development Fundamentals.**

**Summary:** Today's branch managers are being asked to do more than run the branch — they're being asked to help grow the bank through business development, networking, and relationship building. Yet many leaders have never been trained in these skills and may feel uncomfortable stepping into this expanded role.

In this engaging and practical session, Paul Nunn demystifies the fundamentals of business development and provides branch managers with simple, confidence-building strategies for networking, prospecting, researching local businesses, making outreach calls, conducting visits, and leveraging chamber and community events.

Participants leave with clear tools and techniques that make business development feel natural, manageable, and aligned with relationship-focused community banking values. And without having to say "So...what do you do?" or "Would you like my business card?"

**Title:** **Wait. I'm Presenting? Seriously? Presentation skills for anyone who's been "volun-told" to speak.**

**Summary:** Many managers and professionals find themselves unexpectedly asked to present — with little time to prepare and plenty of nerves. The result is stress, rushed slides, and missed opportunities to connect with their audience. Not to mention sweating, shaking, and wanting to crawl under a rock.

In this entertaining and practical session, Paul Nunn shares simple, confidence-building presentation techniques designed specifically for people who never planned to be speakers. Participants learn how to calm nerves through breathing and body language, make strong eye contact, engage audiences with questions, quickly understand who they're speaking to, and communicate clearly — even with minimal preparation.

This session helps reluctant presenters move from panic to confidence while delivering clearer, more impactful messages. Who knows? The audience may even stay awake!



**Title:**        **Leadership Lessons from the Band Director - What Teaching Band Taught Me About Trust, Performance, Conflict and True Leadership**

**Summary:** Some of the most powerful leadership lessons don't come from boardrooms — they come from real moments of pressure, teamwork, conflict, and growth. And they come from the band hall.

In this heartfelt and often humorous keynote, Paul Nunn shares what he learned about leadership as a middle school and high school band director — including the fear of leading for the first time, the challenge of building trust with a team, and the realization that focusing only on performance and awards can cause leaders to miss what truly matters. Through engaging stories (and a live musical moment), participants discover how trust, communication, accountability, and culture directly impact team success.

This session challenges leaders to rethink what great leadership really looks like — and how creating strong relationships and psychological safety leads to higher performance and stronger teams, without the sound of a football being thrown into the tuba bell (and yes, that actually happened).



## **Half to Full Day Session**

**Title:**        **Know Thyself. Know Thy Team. How Understanding Personality Preferences Transforms Leadership, Communication, and Performance – Full Day Workshop**

**Summary:** Great leadership begins with self-awareness — and grows through understanding the people you lead. Yet many workplace frustrations stem not from poor intentions, but from differences in how individuals think, communicate, and approach decisions.

In this engaging and practical keynote, Paul Nunn introduces personality preferences as a powerful tool for understanding yourself and your team more effectively. Participants learn how different styles impact communication, stress responses, decision-making, conflict, and performance — and how leaders can adapt their approach to bring out the best in every team member.

This session equips leaders with insights that improve collaboration, coaching conversations, and workplace relationships while reducing misunderstandings and tension. And you'll finally see why "that person" acts "that way."

**Title:**        **"Happy Little Accidents" - What Creativity Teaches Us About Letting Go of Perfection, Trusting the Process, and Creating With Vision**

**Summary:** Many bankers strive for perfection — yet growth, creativity, and innovation often happen when we learn to embrace mistakes and trust the process.

In this unique and interactive paint-along experience, Paul Nunn guides participants through creating their own artwork while weaving in powerful lessons on letting go of perfectionism, having a clear vision, adapting when things don't go as planned, and finding opportunity in unexpected moments.

No artistic experience is required — just a willingness to participate, have fun, and reflect on how creativity mirrors leadership and personal growth.

Participants leave with both a finished painting that they can proudly display in their office and a fresh insight into how embracing "happy little accidents" can lead to better results in work and life.



## Speaker Kit

- **Microphone Preference:** Wireless lavalier preferred; handheld acceptable
- **Room Setup:** Rounds or classroom preferred; avoid theater if possible
- **AV Needs:** Projector & screen, HDMI input, audio playback from laptop
- **Recording:** Please notify in advance if the session will be recorded
- **Book Signings:** Available upon request ("The S-Word" and \*10 First Days\*)
- **Resource Table:** Optional setup for books, handouts, or post-session coaching info.

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***Let's bring clarity, connection, and confidence to your next conference or training event.***

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