

Robin Landals-Hill

Speaker, Educator, Trainer,
Leadership Guide

**Focused on Care,
Connections & Customer
Service**



Popular Speaking Topics



The Art of Dealing With Humans Without Becoming a Villain

The New Definition of Customer Service that goes beyond “The customer is Always Right”. Leadership through human connection, Building boundaries without losing Compassion Education, Resilience and Second Chances

Signature Keynote

Robin’s Keynote Explores customer service as a metaphor for leadership, relationships, and communication. Using humor and powerful storytelling, she challenges audiences to rethink service as dignity, accountability, opportunity, and authentic human connection.



Workshop - Customer Service is a Verb

Defining customer service in your organization, understanding service areas and mapping your customer’s journey through their experience with you. Understanding service as a behavior not an action.

Speaker Overview

Robin Landals-Hill is an educational leader, speaker and trainer on authentic human connection and the “New definition” of Customer Service. As a post secondary leader she focuses on individual success, overcoming challenges and creating meaningful experiences. Drawing from a personal journey of adversity Robin combines professional expertise with real-life perspective to bring an honest and relatable presentation.

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