

Debbie Irving

Debbie Irving is a highly accomplished professional with demonstrated expertise in training, sales, and service quality. Not merely theoretical, her professional counsel is derived from over 25 years of practical application and insights as a business professional. As an astute observer of people, processes, and practices, Debbie is able to quickly identify opportunities for organizational improvement.

Debbie transitioned to consulting with Roberts Business Group as a 20-year career banker leaving her corporate VP position in a \$2.5 billion dollar business bank. In previous roles, she created and managed an award winning Service Quality department; designed, implemented and managed a customized staffing model; and developed a 24-hour teleservices and sales unit. Her departing success was cultivating a highly successful retail sales and service culture that resulted in an annual sales increase exceeding \$32.5 million dollars.

In addition to Debbie's extensive experience in banking, training & development, service quality, and business development, she has worked with organizations in a diverse range of sizes and industries to increase sales, profits, productivity, and employee retention. A recent client is enjoying a consistent 50% increase in sales revenue.

Debbie brings a well-rounded perspective - representing employee, customer, and management viewpoints. This perspective contributes to her win-win approach and ultimately better result for all parties involved. Individuals at all levels of organizations have embraced her engaging style and positive approach.

Debbie is a certified facilitator of world-class training solutions including Integrity Selling®, Integrity Coaching®, The Customer®, Managing Goal Achievement®, and QBQ! "Question Behind the Question."

Debbie resides in Phoenix, Arizona with her husband, Bruce.