

A photograph of Shelley Brown, a woman with short blonde hair, wearing a colorful patterned dress and a necklace. She is standing on a stage, holding a small object in her hands, and appears to be speaking or gesturing. The background is dark with some stage lighting.

NO IFS, ANDS OR BOTS

THIS MOMENT NEEDS A HUMAN.

We've all been there. Trapped in bot jail, pressing every number, yelling "REPRESENTATIVE!" hoping one will finally lead to an actual person, standing in a new city with GPS in hand twirling in a circle trying to figure out which freaking direction it's telling us to go, or arguing with ChatGPT because it cannot write something that sounds like we wrote it and somehow never seems to tell us we're wrong when we use it as a sounding board.

Technology is getting extraordinarily good at making our lives easier, faster, and more convenient, and that's a good thing. As technology gets better, **the bar for the human experience gets higher.**

Nobody is going home declaring how wonderful your bot is. They're going to talk about the human who did something worth talking about.

The opportunity isn't simply to be more human in a world of technology. **It's to get better at what humans can do for one another.**

In **No Ifs, Ands or Bots**, award-winning keynote speaker, former Les Clefs d'Or concierge, and longtime hospitality and technology leader Shelley Brown brings this idea to life through surprising stories, humor, improv, and live audience participation, challenging audiences to think differently about the moments that make an experience memorable.

The result: people who are better prepared to navigate the unscripted moments technology can't solve, make better judgments in real time, and take meaningful action when the standard answer isn't enough.

This moment needs a human. Let's get better at helping humans help humans.

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WHAT YOU'LL TAKE WITH YOU

Wait. That matters.

- Get better at recognizing the details, changes, questions, and opportunities that are easy to miss. Noticing is where possibilities begin.

Hold up. Don't assume

- Learn to separate what you notice from what you actually know. Question your first interpretation, get curious, and make better judgments about what comes next.

Go. Be the human.

- Use creativity, empathy and resourcefulness to respond to what the moment actually calls for.

This talk can be tailored for leadership teams across industries. Half-day and full-day workshops available.