

# *The Challenge of Leadership, Wellness and Patient Centered Engagement*<sup>TM</sup>

## **MISSION:**

Take proactive control of your time and life & unleash your leadership potential.

## **YOU WILL LEARN HOW TO:**

- ▶ Author your own personal Wellness System & Keep Your Health for Life
- ▶ Create loving compassionate service for every Patient/Resident/Client, every time, no exceptions, through The Six Secrets of World Class Patient/Client/Resident Satisfaction<sup>TM</sup>
- ▶ Survive and thrive in the midst of change
- ▶ Put the power excellence to work in your personal and professional life
- ▶ Thrive on Multiple Priorities with proven strategies for getting things done
- ▶ Master the 13 stepping stones of goal attainment
- ▶ Apply The Magic of Engagement through a new leadership blueprint for health care transformation
- ▶ Just DO IT! with a personal post classroom implementation plan

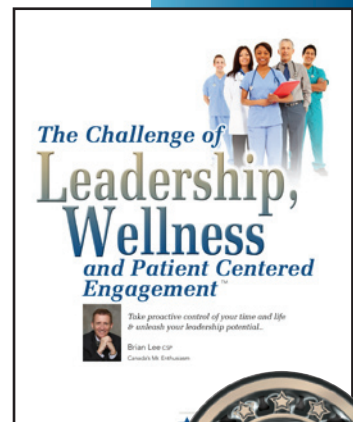
## **SEMINAR ATTENDEES SAY IT BEST:**

“Have never been to a more practical conference, where Brian taught more in one day than most teach in a week. He is an expert, dynamic, engaging and funny.”

– Charlene Douglas – Care Manager

“Diverse & relevant. Actual helpful tools – not just a ‘feel good’ lecture. I usually hate this type of presentation & was fully prepared to feel the same today – but happily I enjoyed & LEARNED – THANK YOU!”

– Roxanne Rowan – Coordinator/Manager



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## **SEMINAR ATTENDEES SAY IT BEST: (CONTINUED)**

“Has hit the nail on the head with customer service.”

– Kathy Cuthbertson – Manager/Food Services

“Valuable information for the work environment that is struggling with engagement.”

– Tony Temprile – Manager

“Whether you are already managing with the styles the speaker presents, or are a newbie it is a dynamic presentation that can get you thinking in a positive manner.”

– Kathy Sakell – Unit Manager

“Excellent, engaging, informative, entertaining, and important. Best leadership workshop I have attended.”

– Linda Whiteside – Coordinator Respite Services

“Passionate about Customer Service Excellence caring, inspirational day.”

– Brent Friesen – Medical Officer of Health

“Brian you were amazing today. One of the best presentations I have ever listened to in terms of content and inspiration.”

– Bob Glasgow – Grief and Ministry Chaplain

July 12, 2011

Brian Lee, Custom Learning Systems Group Ltd.

#200, 2133 Kensington Road NW, Calgary, Alberta, T2N 3R8



Dear Brian,

I would like to take this opportunity to thank you for the inspiring presentation, The Challenge of Leadership, Wellness and Patient Centered Engagement, you delivered to managers, directors, executive directors and physician leaders of the Community and Rural Health portfolio in the Calgary Zone on June 2nd.

The day was a success due to your extensive experience speaking to healthcare professionals as well as the time and attention to every detail you made to ensure the content resonated with the audience. The teleconferences and phone meetings prior to the session with various people within our team paid off as you were able to grasp the nuances of the Community and Rural Health Culture. You truly deliver custom learning at its best.

Thank you again for all your efforts and work to make our forum day a success. I will be recommending you and your company to anyone looking for a high quality, inspirational and customized event.

Lori Anderson

Vice President, Community & Rural Health

Calgary Zone

