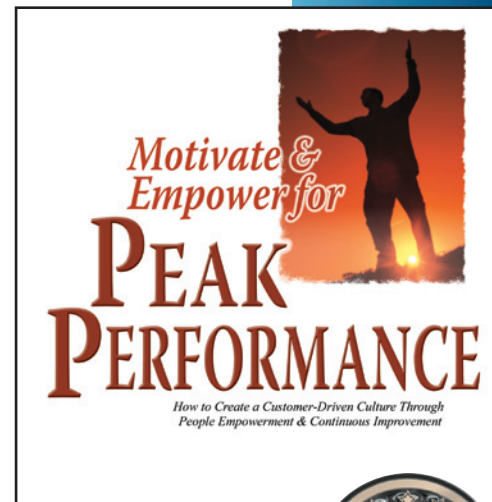


Motivate & Empower for Peak Performance™



MISSION:

To Create A Customer-Driven Culture Through
People Empowerment & Continuous Improvement

YOU WILL LEARN HOW TO:

- ▶ Become a pro-active leader, “creating the future with and through others.”
- ▶ Understand the power of excellence and apply the concept of “Doing 1,000 things 1% better,” through “Daily Continuous Improvement.”
- ▶ Implement 12 specific achievable strategies to inspire frontline personnel to take ownership and create service excellence.
- ▶ Develop and communicate an inspiring vision of success for your organization.
- ▶ Understand the psychology of what it takes to truly motivate and empower your greatest asset ... your people!
- ▶ Adopt 21 ways to reward your people when you can't give them a raise.
- ▶ Motivate people by showing them how they are “stars.”
- ▶ Apply the three critical techniques of self-motivated people empowerment.
- ▶ Implement three proven strategies to help your people perform as winners and dramatically improve your ability to delegate and create ownership.
- ▶ Develop the three critical qualities of leadership that are the foundation of a customer-driven culture in order to gain the commitment of employees to implement your vision.
- ▶ Motivate when people make mistakes or exhibit bad work habits and turn highly stressful encounters into positive, productive action.

SEMINAR ATTENDEES SAY IT BEST:

“Since this program, we have noticed a new excitement in the region, improved service to customers, more goal setting, a higher level of enthusiasm and more self-awareness of attitude.”

– David Welch, VP Western Region, Holiday Inn