

### LEADERSHIP, INSPIRATION & BUSINESS

- Accountability is SIMPLE
- Coach 'Em Up
- Culture Mojo
- Developing a High-Performance Team
- Energize & Maximize
- Implementing a 5-Star Service Strategy
- Leading through Change
- Recruit & Retain to Win
- TAG Marketing ~ Targeted Acquisition & Growth
- The Mirror Doesn't Lie, or Does it? ~ Becoming a More Inspirational Leader Starting Today!
- The Power of YOU

#### Accountability is SIMPLE

This session will share methods to create a highly-engaged and self-directed workforce equipped to perform at maximum levels. It will also remove the common feeling among many managers that they are glorified "babysitters." You will learn how to set and reinforce expectations, measure progress, evaluate effectiveness and improve overall performance.

#### Coach 'Em Up

What are the top three reasons why sales representatives don't do what they need to do to be successful? This session will identify these and the crucial differences between managing and coaching employees. Learn essential "how-tos" for successful coaching, including specific steps to motivate, provide feedback and instill accountability more effectively. Behind every winning team is a great coach!

#### Culture Mojo

Surveys indicate that lack of employee engagement costs businesses billions of dollars each year, which is why it is vital to develop a culture where employees don't just survive, but thrive. This session focuses on the critical components of a winning corporate culture and identifies specific steps to creating a work environment that is rewarding and enjoyable. It also teaches methods to build a self-functioning team. It shares communication tips to inspire each team member to bring energy, passion and a positive attitude to work every day.

#### Developing a High-Performance Team

In today's fast-paced and demanding work environment, it is vital to create an enjoyable and productive team environment that motivates people to execute at peak performance every day. This session underscores the role each person plays in the overall success of an organization and teaches methods to "mine" the knowledge, experience and creativity of every team member.

#### Energize & Maximize

Do you feel like your team drags themselves into the office to take care of the daily grind? Does this describe YOU? This session underscores the importance of creating a winning work environment that is proactive, fun and successful. It also stresses the importance of focusing your energy on success factors, as well as creating urgency and a winning team.



## Keynotes & Speaking Engagements

### LEADERSHIP, INSPIRATION & BUSINESS

#### **Implementing a 5-Star Service Strategy**

Providing exceptional customer service is soooo yesterday. Sure, being friendly and meeting customers' needs are still expected; however, if you plan to achieve a substantial competitive advantage, you need to have a 5-Star Strategy. How are you going to delight each customer? Stand out from the pack? What is going to make doing business with your company unique and different? Why would someone refer your company to their friends and family? Join this session to learn a step-by-step process to build your vision, plan and future success.

#### **Leading through Change**

It is an understatement to say that leading and managing is challenging in today's competitive, complex and changing environment. Creating a top-performing team takes different skill sets than it did just a few years ago. This session will identify the mission and focus of top-performing leaders and companies. It describes how to ensure goals are met, motivate the team and create a work environment that is both rewarding and enjoyable.

#### **Recruit & Retain to Win**

Finding the best possible people who can fit within your culture and produce significant results for your organization is a challenge AND an opportunity. This session will provide ten tips for better recruiting, as well as the specific actions that will help you retain top talent. Join the session and receive an Interviewing Kit that you can put to work immediately.

#### **TAG Marketing - Targeted Acquisition & Growth**

In the current competitive, complex and ever-changing environment, businesses that succeed big will be those that implement proactive TAG Marketing campaigns. This marketing approach is the deliberate and continual process of developing and implementing a plan to attain and satisfy new customers who share their experience with others, leading to acquiring even more new customers. Businesses large or small can implement the TAG action plans to get a competitive edge in their markets.

#### **The Mirror Doesn't Lie, or Does it? - Becoming a More Inspirational Leader Starting Today!**

This session is for anyone in a leadership position who wants to be more effective in engaging their associates by creating a productive, inspired and dynamic work culture. Participants "look in the mirror" to review their leadership style throughout the session. More importantly, it encourages them to view their daily actions and inactions through their team's eyes and proactively adjust their coaching and leadership styles to enjoy greater success.

#### **The Power of YOU**

This inspiring and enlightening session focuses on the key aspects that define an individual's success. Participants learn how to stay motivated to achieve their best, both personally and professionally, while learning essential life skills. At the end of this session, participants will understand the importance of a positive mindset and be motivated to achieve exceptional performance.