

The Six Secrets of **Recognition and Service Empowerment™**

MISSION:

To Recognize and Reward for Service Excellence

YOU WILL LEARN HOW TO:

- ▶ Implement the 10 attributes of meaningful empowerment and recognition that create a culture staff will never want to leave.
- ▶ Significantly enhance employee morale and patient satisfaction at the same time.
- ▶ Gain buy-in from all levels by understanding the three cornerstones of culture change.
- ▶ Successfully apply the essential D.O. I.T.s of a transition to excellence.
- ▶ Create powerful incentives to improve productivity.
- ▶ Apply the principles of excellence to your professional career and personal life.
- ▶ Become an inspiring leader who creates the future with and through others.

SEMINAR ATTENDEES SAY IT BEST:

“My ‘customer’ has expanded to include those I work with. I never thought of this before. Kept the subject moving. Good use of humor and read when the crowd was beginning to wander.”

– Beth Stevens, VP - HR, St. Mary's Hospital, NY

“How important recognition is for EVERYONE! Excellent Seminar. Time flew by because I was enjoying myself. Thanks.”

– Lori Mucilli, Director - PFS

“The speaker talked of things that had been tried and had worked. This wasn't just lip service.”

– Terry Wheat, Dir. of Pediatric Services, Advocate Health Care

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