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

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