A Strategic Blueprint for Sustainable Employee Engagement™

**MISSION:**
Creating a sustainable Employer of Choice culture of engagement through exceptional employee morale

**YOU WILL LEARN HOW TO:**
- Break through to the 90th percentile of employee satisfaction scores within three years by systematically implementing the “Three” Cornerstones of a Culture of Engagement.
- Implement three vital change-leadership strategies to create a long-term, sustainable culture of Engagement.
- Devise a comprehensive transformation strategy to create a sustainable culture of engagement.
- Gain a powerful commitment from managers at every level.
- Adapt 10 comprehensive breakthrough tactics to overcome dysfunctional cultural barriers.
- Unleash the power of enthusiastic, empowered front line staff.
- Effectively sell change and create ownership at every level.
- Quantify the negative impact of a disengaged workforce and create a pro-active tactical plan.
- Engage and empower frontline staff to be champions for an exceptional patient experience.
- Enhance patient centered care by focusing on the “soft” intangibles that create hard results.
- Design and implement the single most powerful best practice that will motivate employees to go the extra mile, especially in dealing with patient problems and complaints.
- Understand the hidden link between employee, patient and physician satisfaction and how to improve all 3 simultaneously.

**SEMINAR ATTENDEES SAY IT BEST:**

“Service Excellence and culture change were becoming a key focus for us but we were not sure as to the next steps. This provided us with a crystal-clear path for action; it moved us off high center and engaged our front-line staff in making a decision to take action. As an organization our Senior Team feels this is one of the most valued initiatives we have ever undertaken.”

– Shaun Beggs, CEO, McAlester Regional Health Center, OK