

### FISH!

Imagine a workplace where everyone chooses to bring energy, passion and a positive attitude with him or her each day - an environment in which people are truly connected to their work, their colleagues, and their customers.

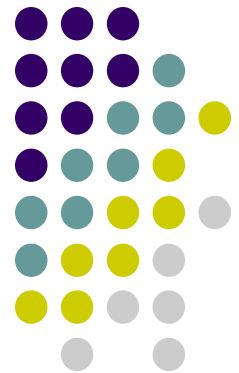
- Possible? Yes! And "FISH!" is the tool to help you lead people towards creating that environment in your organization.
- The bottom line? FISH! has created a new vocabulary that won't just change how people view work, it just may change their entire view on life! This session reframes the way we view our work, and shows us, by real-world examples, what it means to be creatively engaged in the work experience and to delight customers.

Now, like thousands of other organizations worldwide, including Saturn, Sprint and Southwest Airlines, you too can tap into the secrets of creating a super-satisfying work environment and even more delighted customers.

Participation: 40 people maximum

Duration: 2 hours

Costs: \$895.00 (Includes all materials)



### Introduction to Total Quality Service

To employees it's a workplace. To patrons, guests, visitors, and diners, it's everything from a place to let loose, to a place to rest their heads while making a long trip to a temporary home during a much longed for vacation. While serving the public can be difficult, doing so in the hospitality industry carries its own set of challenges. This introductory course is designed specifically for service workers, supervisors, and managers of hotels, motels, resorts, clubs, bars, restaurants, and other service or retail businesses. Besides learning how to deliver exceptional customer service, participants will also gain valuable skills for reducing stress while they deal with even the most demanding customers. Stress free, happy employees, lead to happy repeat customers!

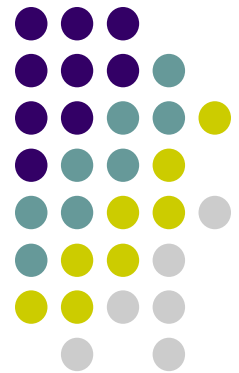
#### Course Outline:

- Basics of Customer Service 101 -- What is Quality Service, and How do you measure it?
- What are the Steps to Service Excellence ? What are the roadblocks?
- Viewing Experience through the Guest's Eyes -- The Good, Bad, and Ugly Service Experiences and strategies to understanding and handling these situations effectively.
- Right Customers: Acquisition, Retention, and Development
- Achieving World Class Service: Doing it right the first time, and rapid problem recognition and recovery.
- Planning for personal and professional improvement to Delight the Customer!

Participation: 40 people maximum

Duration: 4 hours (or 8 hours)

Costs: \$2,250.00 (or \$4,995.00) (Includes all materials)



## Introduction to Supervision and Leadership

The Introduction to Supervision and Leadership training provides an overview of supervisory and leadership skills for new, existing, or prospective supervisors and leaders. It provides the participant with a practical understanding of how to be a more effective supervisor and lead people to improved performance. The fundamentals of supervision and leadership are put into practical/applicable terms and tools to provide the participant a well-rounded understanding of how and when to use the key tools and techniques. Special consideration is given to goal setting and performance management, or “how to help others succeed”.

### Course Outline\*:

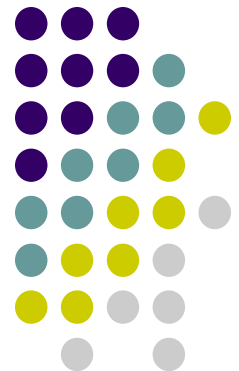
- Team Building & Valuing Diversity
- Communications – Written, Verbal & Presentations
- Performance Management, Goal Setting & Delegation
- Rewards, Discipline & Terminations
- Conflict Management
- Problem Solving & Decision Making
- Continuous Improvement
- Meeting Leading techniques
- Project & Time Management
- Anger & Stress Management
- Coaching Others to Succeed

Participation: 40 people maximum

Duration: 8 hours

Costs: \$4,950.00 (Includes all materials)

\* Each of these topics are also offered in a 2 hour workshop format, for up to 40 people, for a cost of \$895.00.



# Introduction to Personal & Professional Success

A key to organizational improvement is individual or personal improvement and commitment to change. Successful individuals lead to successful organizations. In this course, individuals and teams learn and apply the tools of personal commitment to change and improvement. These tools and techniques help people to understand their role in an organizations improvement effort, and help to gain their full commitment. It's the "grease" that makes any organization's improvement effort succeed. Improving individuals to improve overall organization culture is the real key behind any continuous improvement effort. It *is* about the people!

Introduction to Personal and Professional Success uses Steven Covey's bestselling book "The 7 Habits of Highly Successful People" to guide people through their personal improvement process. Participants develop a plan for personal improvement. This is a life changing course that provides the understanding and tools for on-going personal growth and improvement. By helping individuals discover and employ these powerful personal tools and techniques, leaders can efficiently and effectively establish a continuous process improvement culture in organizations

### Course Outline:

- Basics of Personal Improvement 101 – Why me?
- The Power of Perceptions.
- Principles and Values.
- Effectiveness versus Efficiency.
- 7 Habits of Highly Successful People Overview.
- Positive Living.
- Understanding and Improving Communications.
- Getting things done.
- Resolving Conflicts.
- The power of teams and diversity.
- Action planning for personal and professional improvement

Participation: 40 people maximum

Duration: 4 hours (or 8 hours)

Costs: \$2,250.00 (or \$4,995.00) (Includes all materials)

