



ELEVATE YOUR BUSINESS

Transformative
Leadership

Customer Delight

PROGRAMS THAT DELIVER RESULTS

Training Online &
In Person



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Business climate, culture, and the employee mindset continue to change. Understanding this new paradigm is critical to business owners, managers and staff looking to thrive. Our programs focus on these new imperatives.

OUR PROGRAMS ADDRESS THE MOST CRITICAL ISSUES FACING BUSINESS TODAY



78% of business leaders engage with their employees regularly but only 33% of employees feel engaged.



89% of consumers are more likely to make another purchase after a positive customer service experience.



93% of customers are likely to repeat purchases with companies who offer excellent customer service.



79% of employees will quit their job due to lack of appreciation from their leaders.



83% of companies believe in developing leaders at all levels but only 5% have integrated leadership development into their company.



Only 27% of leaders believe they are very effective at leading hybrid teams



Transformative Leadership

Effective leadership is not just a skill—it's a transformational journey that propels businesses towards success. Our Leadership training program is designed specifically for business owners and managers like you who are eager to elevate their leadership capabilities and create leaders throughout their organization.

6-12
weeks

3-6
hours per week

12
modules



Effective Leadership Qualities



Persuasive Idea Selling



Managing & Motivating Your Remote or Hybrid Team



Leading Change



Communicating Clearly & Credibly



Inspiring Peak Performance



Assertiveness skills for Leaders



Effective Team Leadership



Building Superstar Teams



Mastering Self-Management



Turning Conflict Into Collaboration



Channeling Stress For Success



Schedule
your Call

Contact us to increase leadership skills throughout your business



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MASTERING CUSTOMER DELIGHT

This Program emphasizes strategies and techniques to arm your frontline staff with the tools to consistently exceed customer expectations. This fosters loyalty and satisfaction, while promoting a new mindset centered around competence and accountability.

3-6
weeks

3- 6
hours per week

6
modules



“Satisfaction Guaranteed”



**Exuding Workplace
Professionalism**



**Effective & Persuasive
Communication**



**Embracing Customer
Points of View**



Managing Difficult Customers



**Superstar
Customer Teams**



**Schedule
your Call**

**Contact us to now increase customer
delight and loyalty in your business**



WHY WORK WITH US? PROGRAMS THAT MAKE THE DIFFERENCE



WHAT WE DO We identify attitudes and behaviors that are hindering performance, and then along with our proven strategies, increase [Emotional Insight™](#), resulting in more focused, engaged, and effective action that fuels your business and delights your customers.



SESSIONS & TECHNIQUES

Attendees find our sessions insightful, educational and Fun. We utilize a variety of techniques to teach our concepts including the use of popular movies, or top billboard music, which center on a specific principle. This provides a unique and enriching experience for all attendees.



FLEXIBILITY

Select specific modules from leadership and customer delight that best meet the needs of your specific business. **Programs can be online or in person to best meet your needs.**



DURATION

You decide on the length of programs to best meet your business needs and timing.



FLEXIBLE PRICING

Client only pay for content that directly impacts their business.

MODULES	PRICE / MODULE
3-5	\$3500
6-10	\$3250
11-15	\$3000
16+	\$2500



Schedule your call to learn more & get started

[Schedule
your Call](#)

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