



KEY QUESTIONS YOU NEED TO ANSWER

It is critical that today's market leaders understand and implement the skills necessary to create a workplace that elicits passion and commitment from its workforce. This offering is for organizations that know the only way to get the best from their employees is to give them the tools to "wow" their internal and external customers. How many of the following questions can you answer with a "yes"?

1. Do you have a clear sense of mission with a supporting vision and goals that address customer needs?
2. Can you identify and track key performance metrics to ensure you provide excellent customer service and respond to feedback?
3. Do you establish and maintain effective achievement plans and outcome standards for yourself and your workplace?
4. Do you understand your strengths and weaknesses pertaining to achieving effective workplace outcomes?
5. Are all of your life areas aligned and effectively contributing to one another?
6. Can you design and manage the goals necessary to achieve workplace objectives?
7. Are you implementing and managing 'value-add' workplace propositions?
8. Do you understand how your personal strategy and workplace goals fit together?
9. Are you utilizing effective internal and across function team communication and reward strategies to achieve increased productivity and sales?

If you answered "no" to any of these questions, now is the time to contact Excellence At Work. Whether you are a nonprofit or for profit, we can help you create strategies for success.

For more information regarding our products and services or to schedule a free initial consultation, contact:

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Winning in Bad Times: Techniques the Competition Hopes You Don't Know About

This workshop offers a proactive approach that focuses on breaking through limitations, cultivating workplace skills, and creating strategies that achieve desired business outcomes. By focusing on customer service, creating innovation, brain storming, and improving the organization's environment, participants will be armed with the tools necessary for success in today's economic environment.

Module One

PREPARING FOR SUCCESS BY ADDRESSING BARRIERS THAT CAN HINDER DESIRED OUTCOMES

- Introduction / Overview
- Identifying Limiting Behaviors and Beliefs
- Coaching Through Issues-Moving towards Success
- Breaking Down Barriers to Success

Module Two

FACILITATING THE CULTIVATION OF INDIVIDUALS' WORKPLACE SKILLS

- Identifying Skills and What to do With Them
- Creating a Marketing Plan for Success
- Developing Campaign Strategies for Execution
- Presenting Marketing Plans and Campaigns

Module Three

HOW TO USE ABILITIES TO ACHIEVE DESIRED OUTCOMES

- Introduction / Overview
- Setting Business Goals that Get Results
- Implementation Strategies for the Real World
- Effective Leadership Attributes