

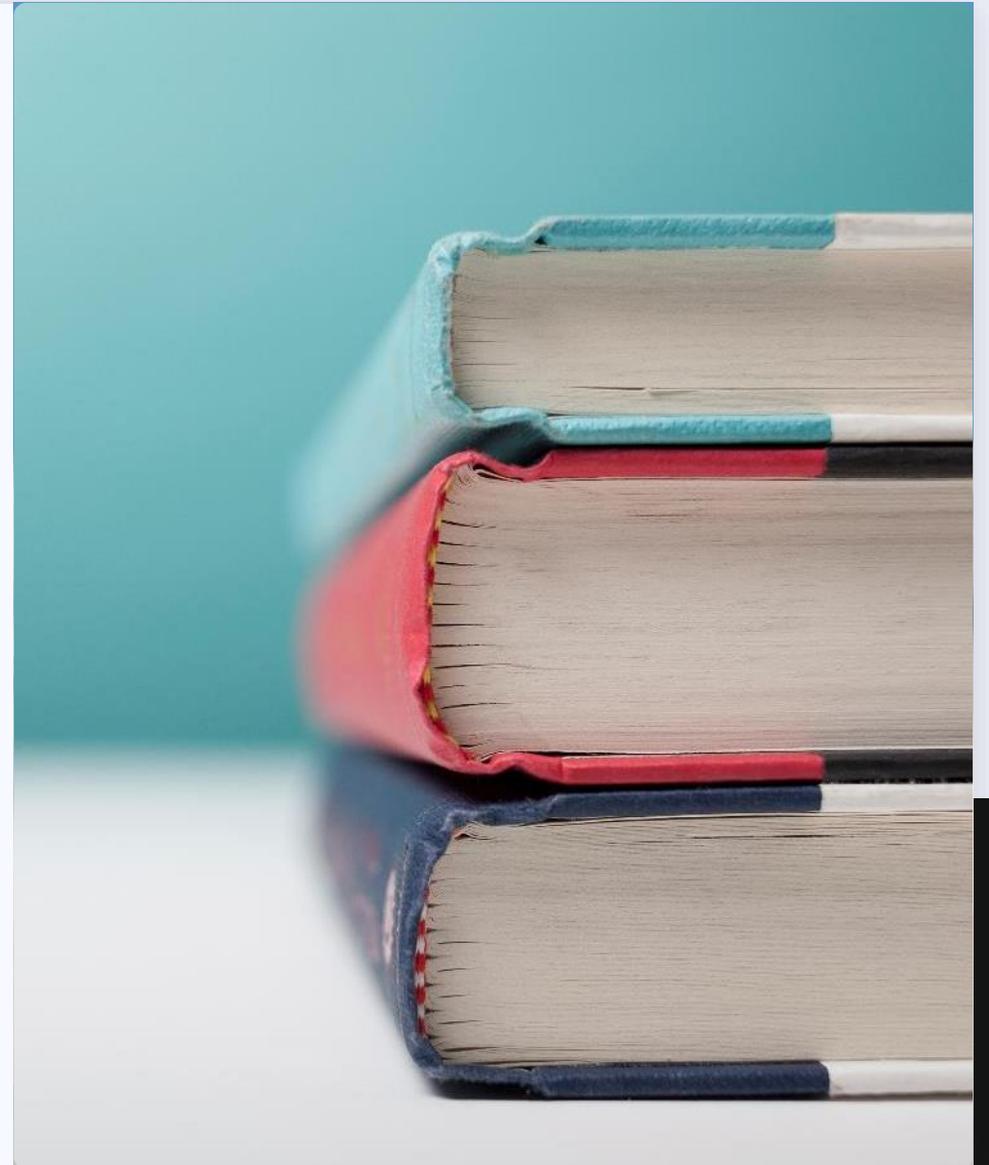
“HAVE YOU READ...?”

A PROFESSIONAL DEVELOPMENT RESOURCE DISCUSSION

Presented by: Village Business Institute Trainers

Tanya Fraizer tfraizer@thevillagefamily.org

Susan Williams swilliams@thevillagefamily.org



UPCOMING



OCT 11: SUPPORTING MENTAL
HEALTH IN THE WORKPLACE



NOV 8: HEROES AMONG US:
HONORING VETERANS AT WORK



DEC 13: ENJOYING, NOT SIMPLY
SURVIVING, THE HOLIDAYS

TheVillageFamily.org/events



REVISED AND UPDATED EDITION

BE OUR GUEST

Perfecting the Art
of Customer Service

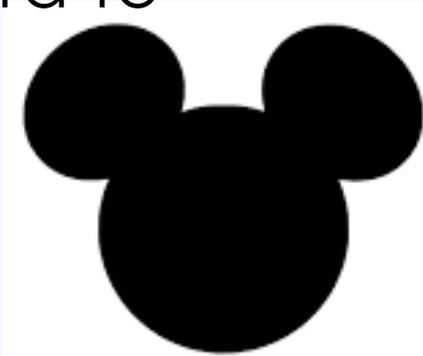

with Theodore Kinni



HIGHLIGHTS

Disney is the gold standard to quality customer service.

Genesis of Disneyland



“Goods & services are simply props to engage the customer in this new era.”

“EVERYTHING SPEAKS”

REVISED AND UPDATED EDITION

BE OUR GUEST

Perfecting the Art
of Customer Service

Disney
INSTITUTE
with Theodore Kinni

HIGHLIGHTS

“Guestology”

QUALITY STANDARDS

1. Safety
2. Courtesy
3. Show
4. Efficiency

DELIVERY SYSTEMS

1. Cast
2. Setting
3. Process

Magic of Integration

REVISED AND UPDATED EDITION

BE OUR GUEST

Perfecting the Art
of Customer Service


with Theodore Kinni



"A paradigm shift that has the power to change everything."
—MARSHALL GOLDSMITH, bestselling author of
What Got You Here Won't Get You There

The TRIANGLE *of* TRUTH

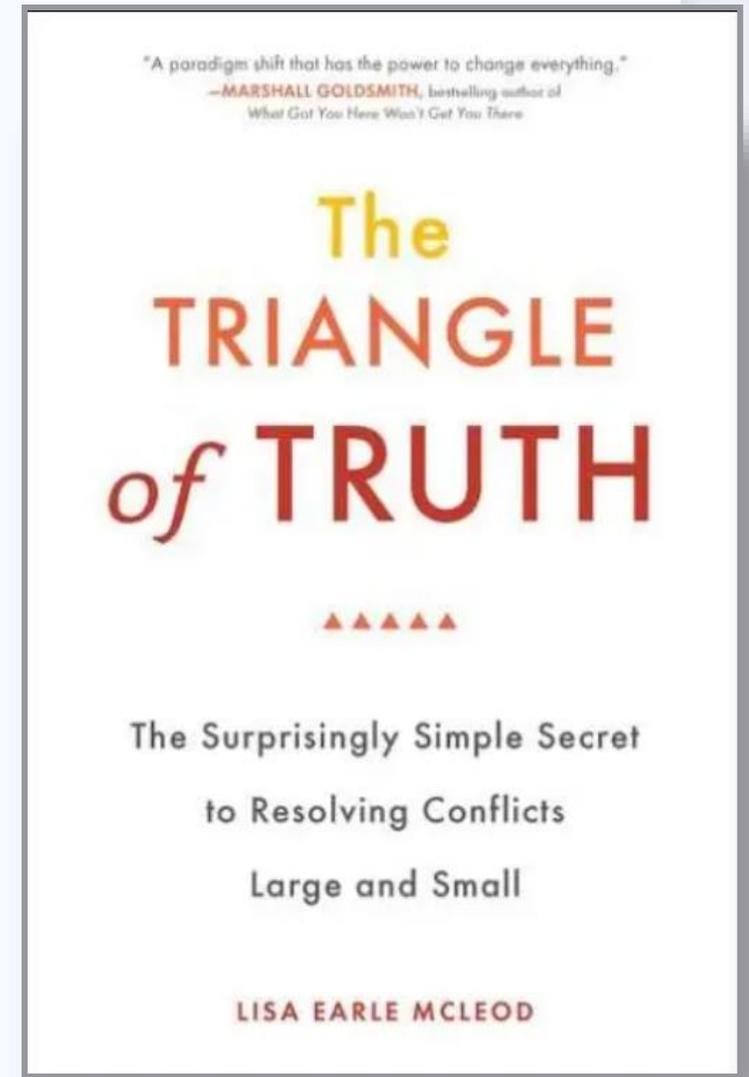
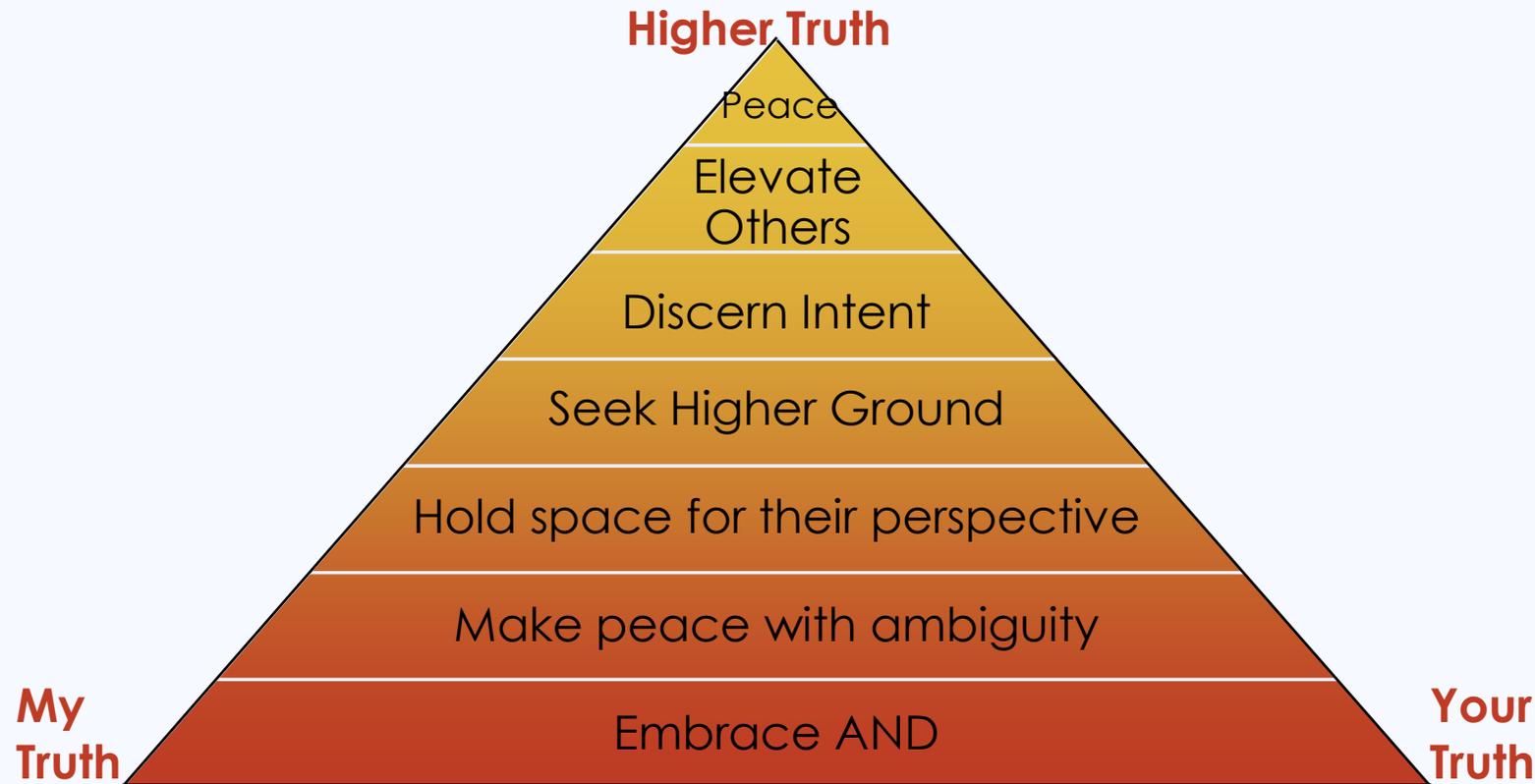


The Surprisingly Simple Secret
to Resolving Conflicts
Large and Small

LISA EARLE MCLEOD

HIGHLIGHTS

The ability to hold two seemingly conflicting ideas in your mind at the same time, and assimilate them in a way that their whole is greater than the sum of their parts



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JOHN C.
MAXWELL

#1 *New York Times* BESTSELLING AUTHOR

LEADER
SHIFT

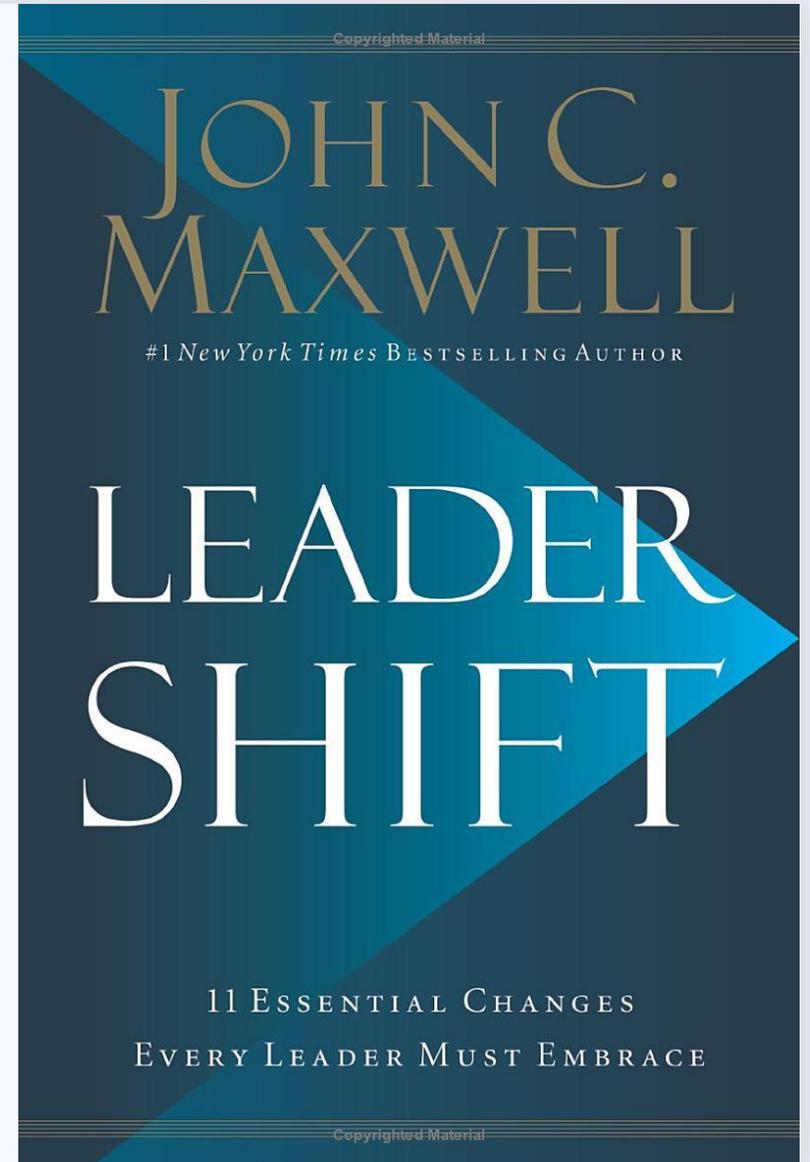
11 ESSENTIAL CHANGES
EVERY LEADER MUST EMBRACE

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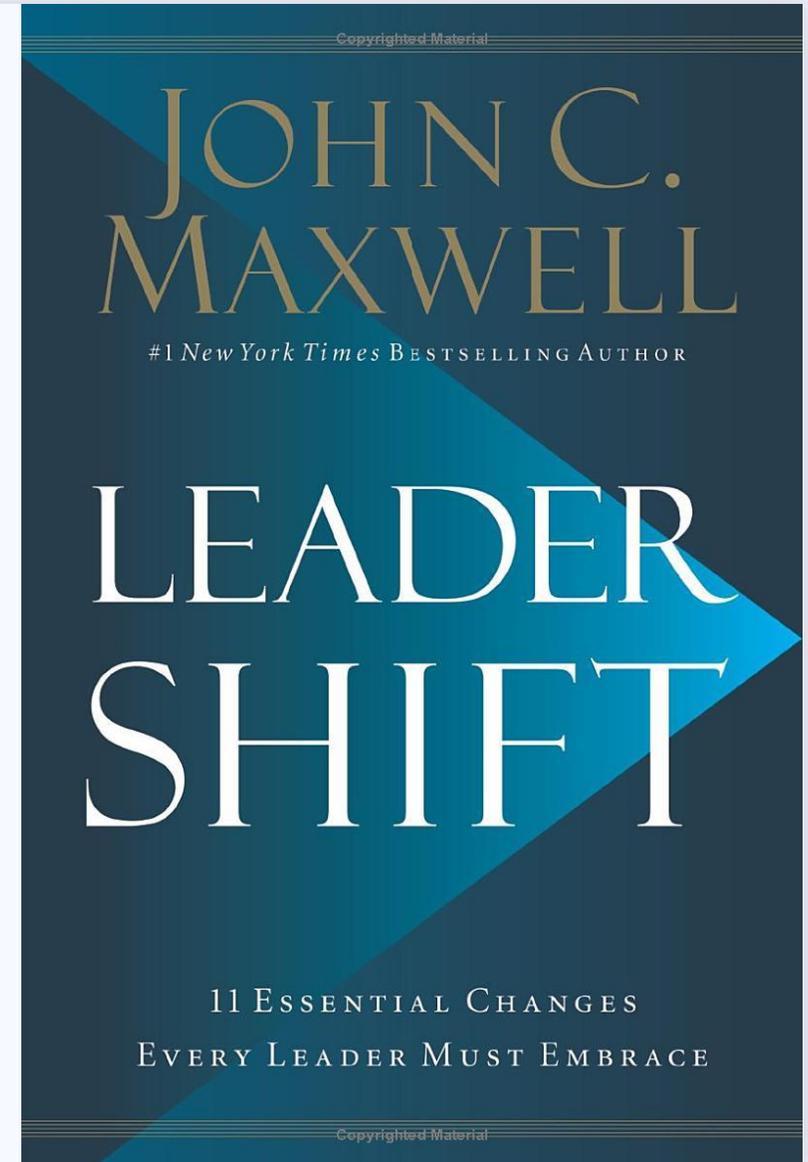
HIGHLIGHTS

- “We must learn, unlearn, and relearn... or our leadership dies.”
- “Tomorrow’s challenges will not be won with today’s abilities.”



HIGHLIGHTS

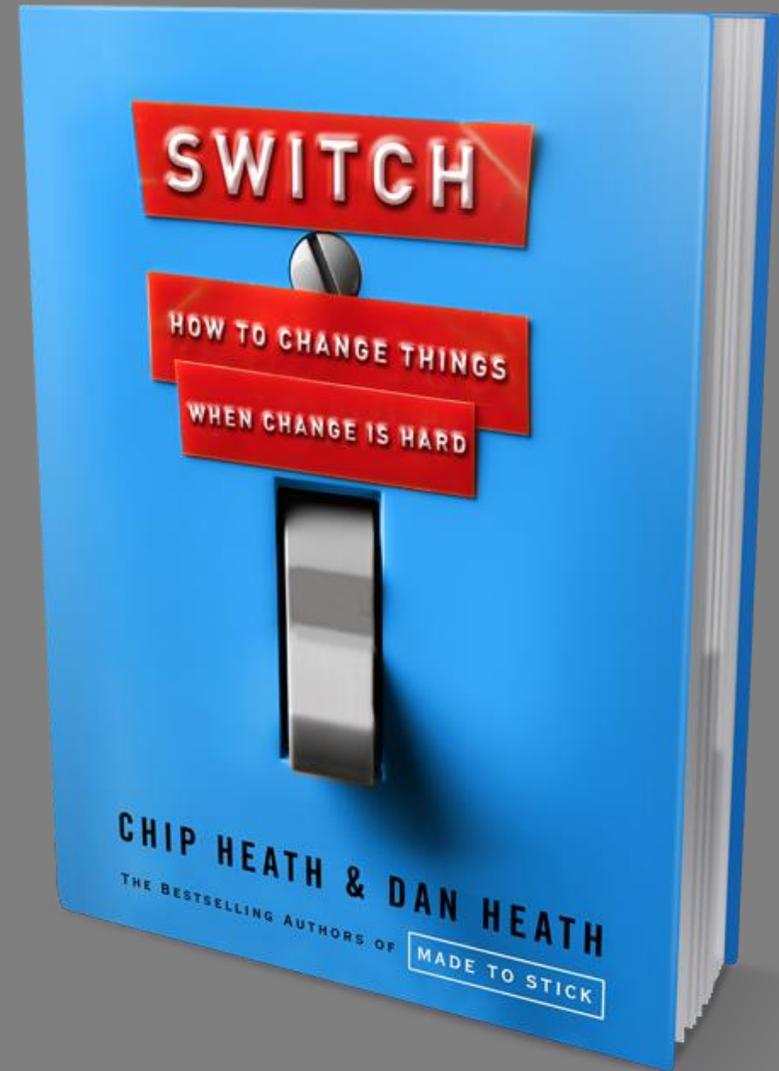
- Soloist to Conductor – The Focus Shift
- Goals to Growth – The Personal Development Shift
- Perks to Price – The Cost Shift
- Pleasing People to Challenging People – The Relational Shift
- Maintaining to Creating – The Abundance Shift
- Ladder Climbing to Ladder Building – The Reproduction Shift
- Directing to Connecting – The Communication Shift
- Team Uniformity to Team Diversity – The Improvement Shift
- Positional Authority to Moral Authority – The Influence Shift
- Trained Leaders to Transformational Leaders – The Impact Shift
- Career to Calling – The Passion Shift





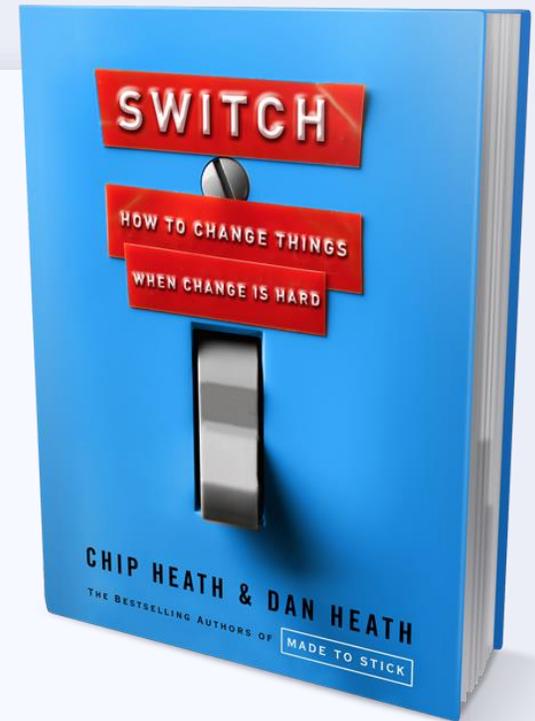
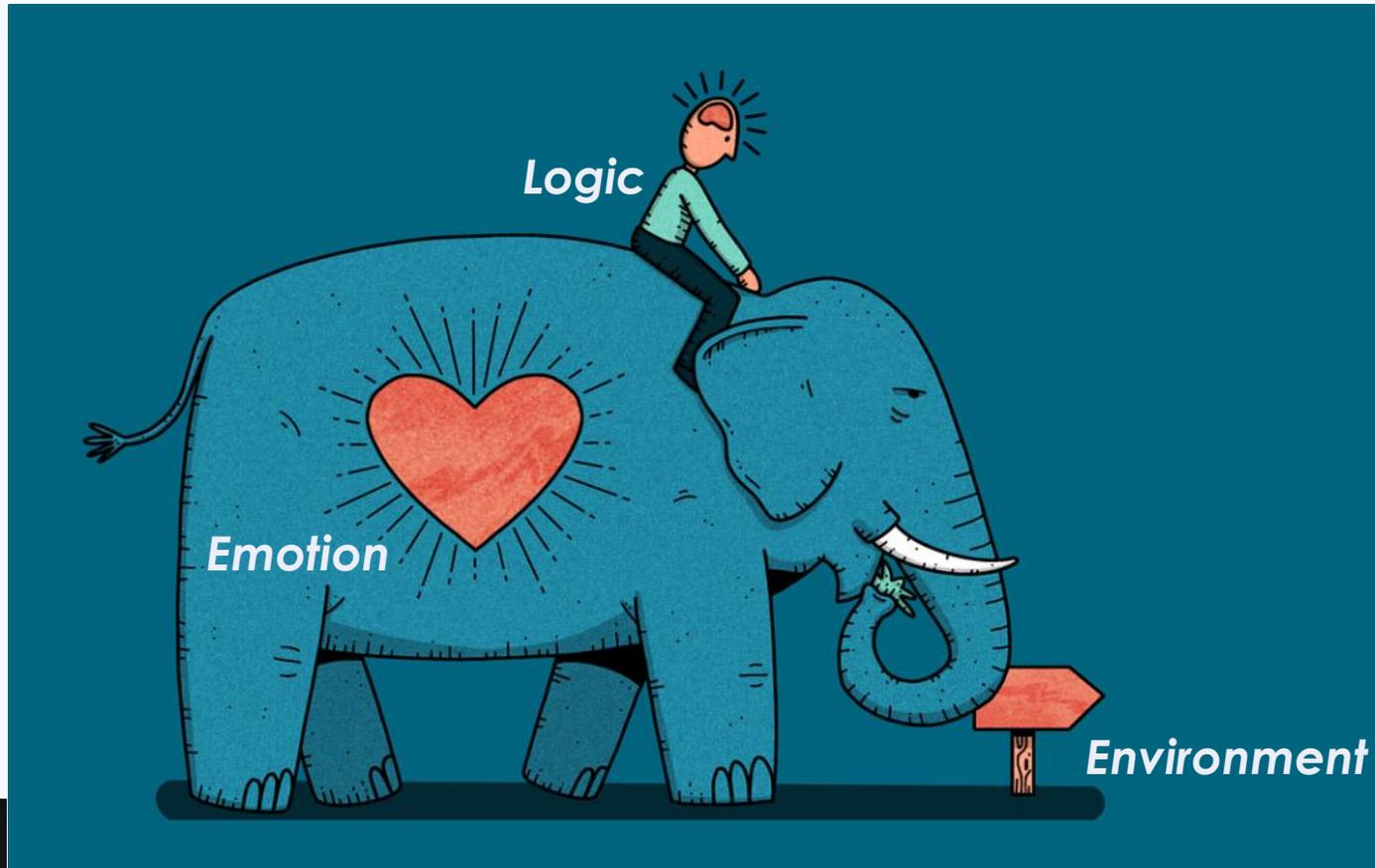
Chip Heath

Dan Heath



HIGHLIGHTS

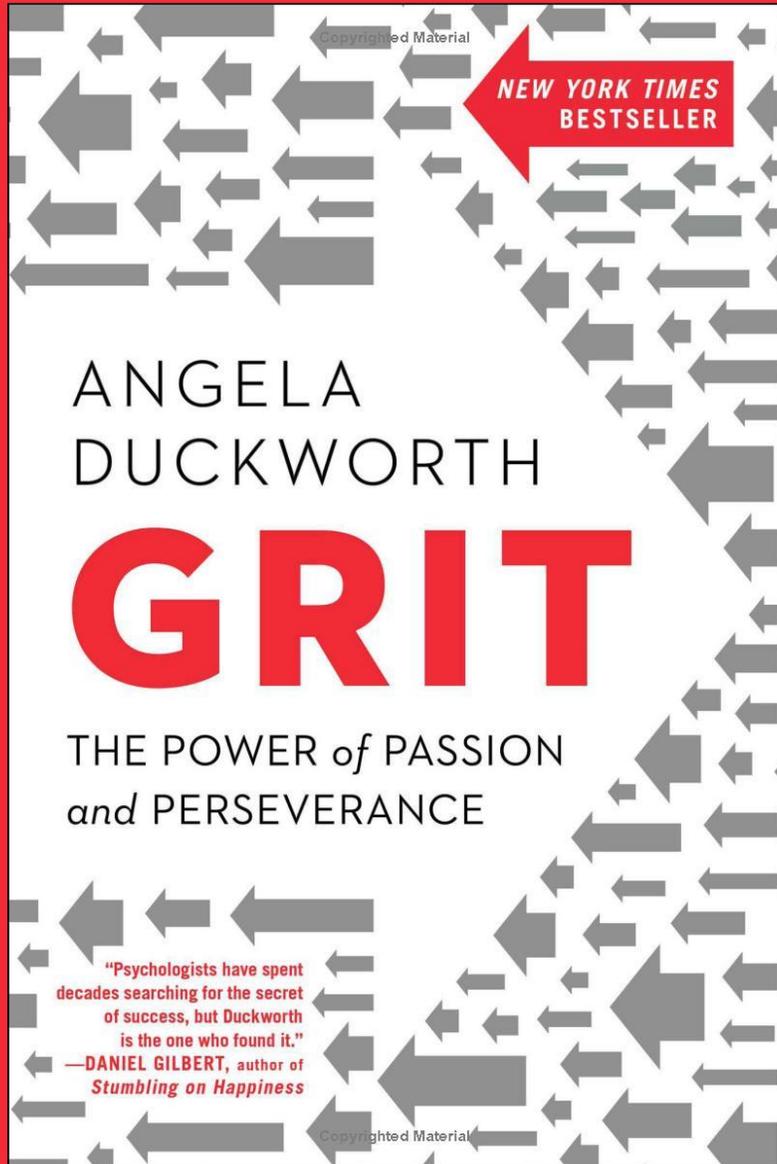
- Super-easy to read—tons of real examples
- Really memorable metaphor.



Direct the Rider

Motivate the Elephant

Shape the Path



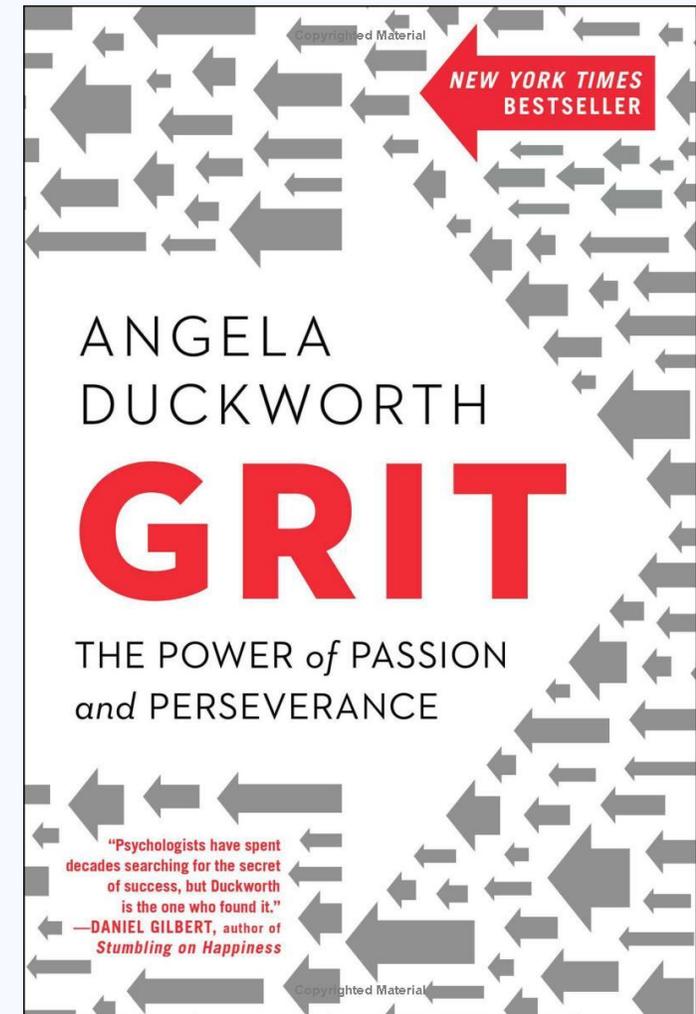
HIGHLIGHTS

- Background on the research of “grit”
- Talent is far from the best predictor of success or achievement
- Grit is passion & perseverance for long-term goals; a goal you care so much about that it organizes & gives meaning to almost everything you do. Grit is holding steadfast to that goal.
- We say we value hard work and determination but get seduced by talent.

Talent x Effort = Skill

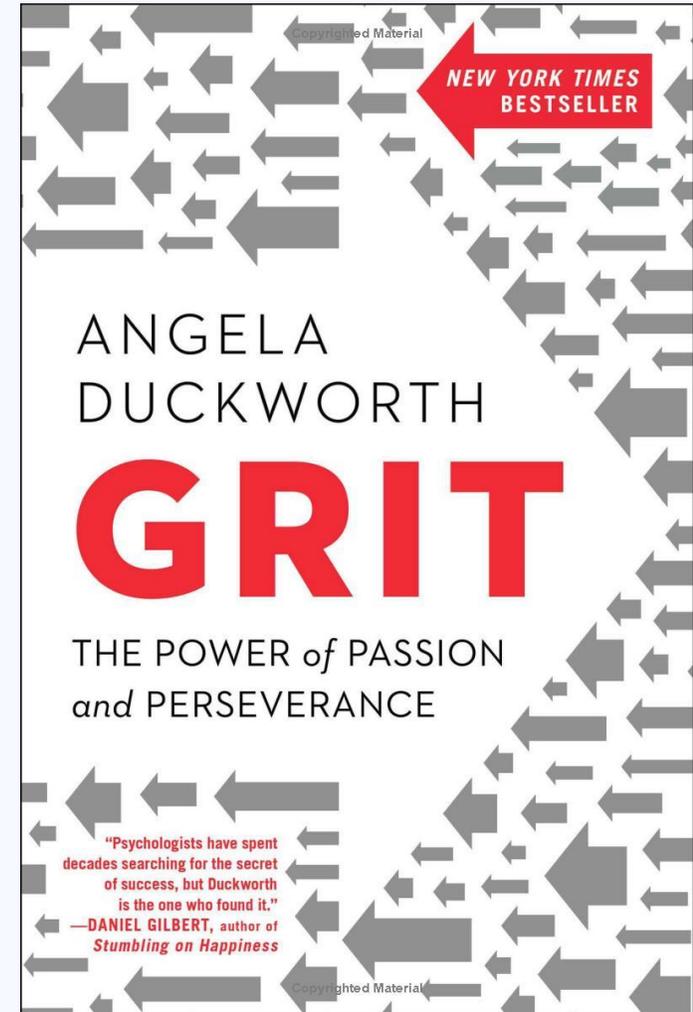
Skill x Effort = Achievement

“Effort Counts Twice”



HIGHLIGHTS

- “Our potential is one thing. What we do with it is quite another.”
- “Grit is not fixed; it can be developed”
- How to grow your grit:
 1. Interest
 2. Practice
 3. Purpose
 4. Hope
- “Grit enhances grit.”
- Hard Thing Rule



#1 WALL STREET JOURNAL BESTSELLER

FROM GALLUP

BASED ON OUR LARGEST GLOBAL STUDY
OF THE FUTURE OF WORK

IT'S THE MANAGER

GALLUP FINDS THAT THE QUALITY OF MANAGERS
AND TEAM LEADERS IS THE SINGLE BIGGEST
FACTOR IN YOUR ORGANIZATION'S
LONG-TERM SUCCESS

LEARN YOUR STRENGTHS
Includes a code for the CliftonStrengths® assessment

JIM CLIFTON

JIM HARTER



HIGHLIGHTS

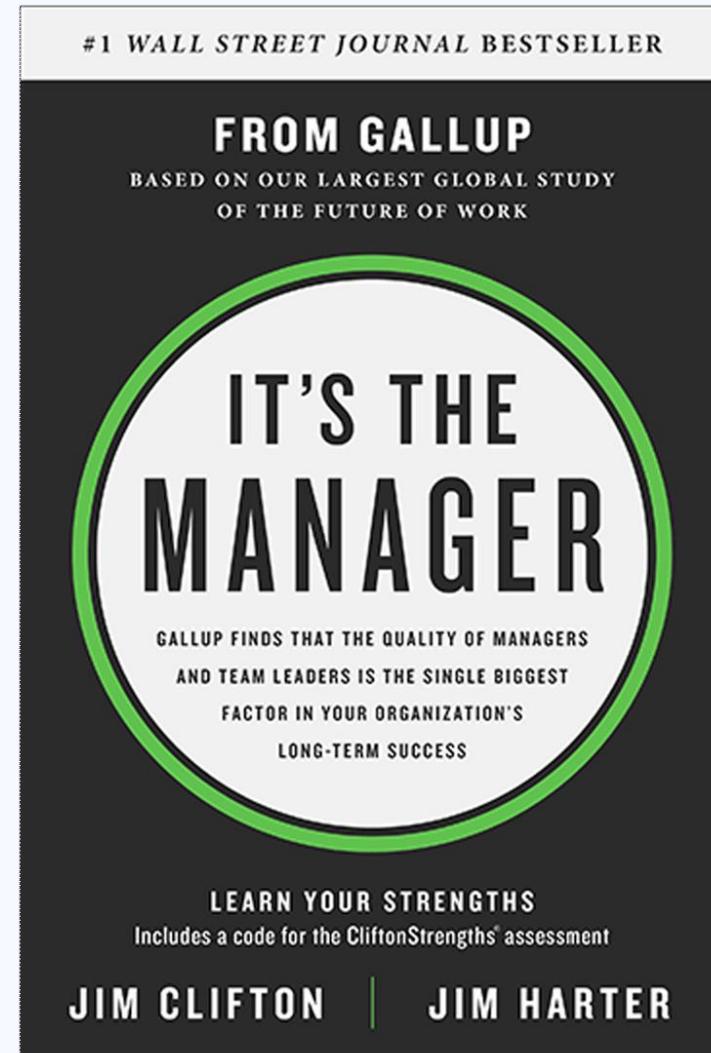
Based on large-scale study by world-class researchers

52 Pick-and-choose chapters in 5 areas

Strategy | Culture | Employment Brand | Boss to Coach | The Future of Work

Robust appendixes, including managing/coaching strategies based on individual strengths

Code for CliftonStrength assessment and reports (\$20 value)

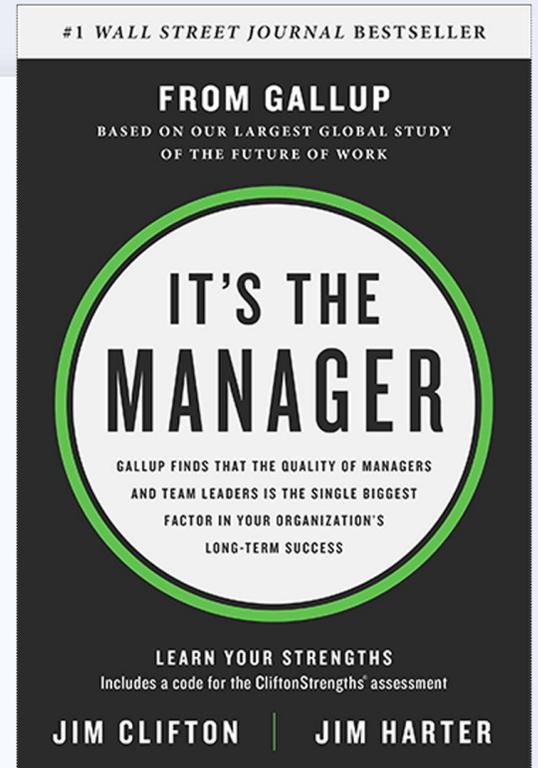


HIGHLIGHTS

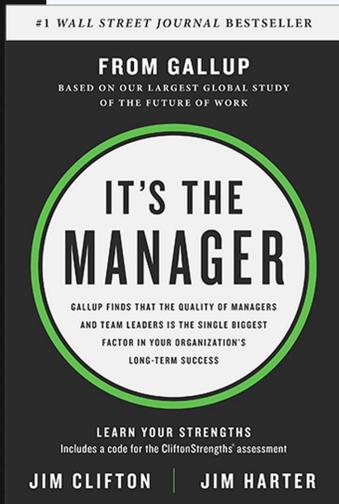
While the world's workplace has been going through historic change, the practice of management has been stuck in time for decades. The new workforce wants their work to have deep mission and purpose. They don't want old-style command-and-control bosses. They want coaches who inspire them, communicate with them, and develop their strengths.

Who is the most important person in your organization to lead your teams through these changes?

It's your managers. They're the ones who make or break your organizations success.



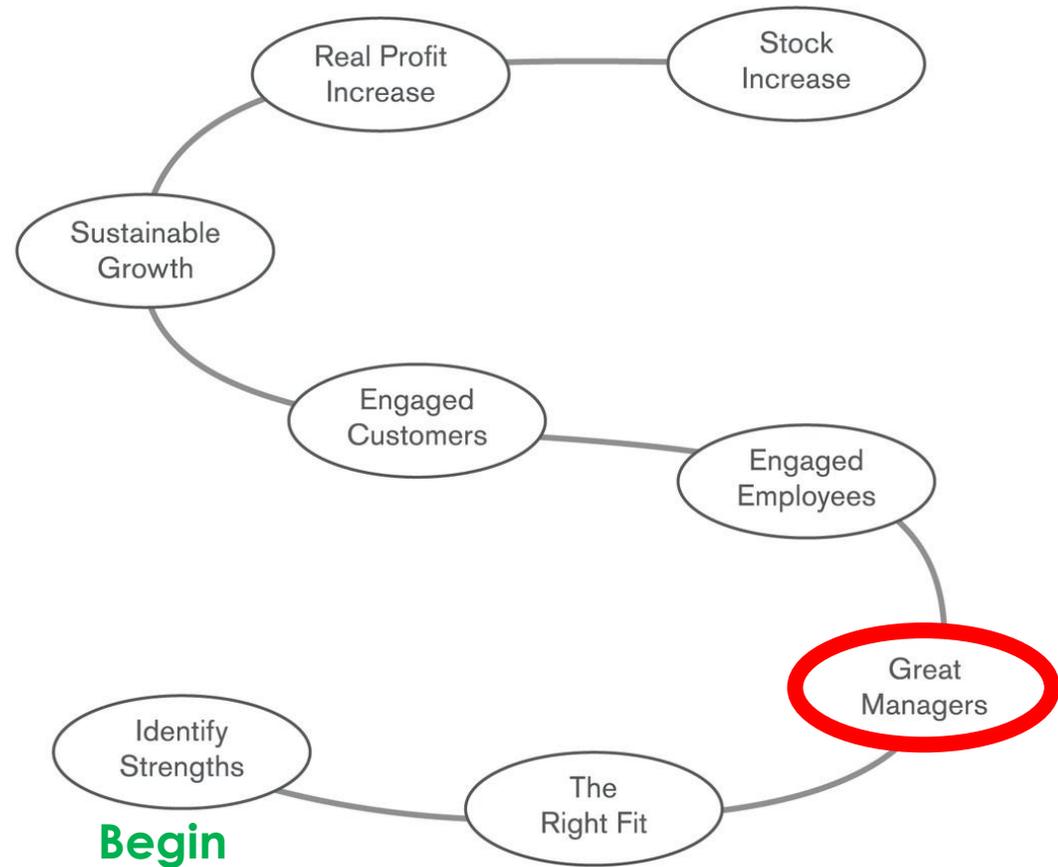
HIGHLIGHTS



GALLUP®

Microeconomic Path

A behavioral economic-based model for
organic sales growth



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A large, horizontal red brushstroke graphic with a textured, paint-like appearance. The words "COMING SOON" are written in white, bold, uppercase letters across the center of the brushstroke.

COMING SOON

Strengths Discovery

Learn about what makes you and your teammates tick, and how to take advantage of everyone's natural superpowers.

If interested, email Susan Williams— swilliams@thevillagefamily.org



Can we pick
your brain?

UPCOMING



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**THANK
YOU!**

TheVillageFamily.org



Session Survey

SHRM Credit – Activity 23-74WUV