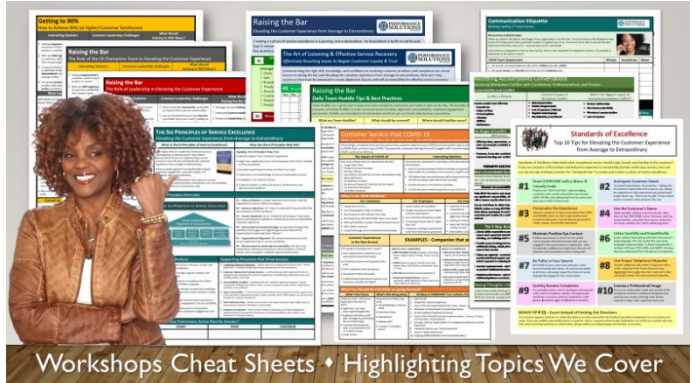


ABOUT OUR WORKSHOPS AND TRAINING PROGRAMS

Below is an outline of our most popular leadership and employee workshops, facilitated by **Theo Gilbert-Jamison** – renowned author, consultant, and executive coach.

- WE **customize** our training programs so they are aligned with your organization’s business goals, values, and unique issues that need to be address or reinforced
- WE design our training programs so they can be delivered in **1-hour, 90-minutes, 3-hours, or full-day** sessions
- WE provide a colorful array of engaging **participant handouts, cheat sheets, self-accountability checklists, and action planning worksheets** -- so everyone takes away beneficial information they can begin implementing right away
- WE are committed to ensuring that every training program is **INFORMATIVE, ENGAGING, and ENERGIZING** so participants feel it’s an invaluable use of their time



Workshops Cheat Sheets • Highlighting Topics We Cover

RAISING THE BAR – ELEVATING THE CUSTOMER EXPERIENCE FROM AVERAGE TO EXTRAORDINARY

- Defining an Average vs. Extraordinary Customer Experience
- What Exceptional Service Should Look, Sound, and Feel Like
- 11 Simple Ways to Create Customer Loyalty & Delight
- Is There PURPOSE in your Work? Function vs. Purpose
- 10 Core Behaviors Every Team Member Should Emulate
- Applying What You Have Learned / Personal Action Plan

THE ART OF LISTENING & EFFECTIVE SERVICE RECOVERY

- The Impact of Listening in Service Recovery (*Listening Self-Assessment*)
- LEAP: The 4-Step Service Recovery Process
- Key Words & Phrases that Escalate Tense Situations (*Do/Don't Say*)
- Responding with Empathy & Compassion
- How to Respond When You Can't Say "YES"
- Applying What You Have Learned / Personal Action Plan

PROPER TELEPHONE ETIQUETTE MAKING LASTING 1ST IMPRESSIONS

- The Value of Creating a Memorable Telephone Experience
- Your Telephone Etiquette Self-Assessment
- Proper Vocabulary, Voice Tone, and Pace
- Answering, Transferring, Placing Calls on Hold, and Ending Calls with Professionalism and Finesse
- Applying What You Have Learned / Personal Action Plan

THE ROLE OF LEADERSHIP IN CREATING & SUSTAINING A CULTURE OF EXCELLENCE

- The Six Principles of Service Excellence / Gap Analysis
- The 4-Key Processes that Drive Excellence
- Best Practices for Facilitaing Engaging, Meaningful Team Huddles
- 7 Seven Signs of a Bad Boss / 10 Characteristics of a Leader Who Cares
- 10 Core Behaviors that Should Be Part of Your Leadership Vocabulary
- Applying What You Have Learned / Personal Action Plan for Success

THE POWER OF REPETITION - FACILITATING ENGAGING, MEANINGFUL TEAM HUDDLES

- The *Who, What, Where, and How* of Effective Team Huddles
- Top 10 Best Practices You Can Implement Starting Today
- Sustaining Employee Engagement through WOW Stories
- Barriers to Facilitating Engaging Daily Team Huddles & Action Steps to Overcome Them
- Applying What You Have Learned / Personal Action Plan

VALUING THE DIFFERENCES – FOSTERING A CULTURE OF DIVERSITY & INCLUSION IN THE WORKPLACE

- The Business Impact of Fostering a Culture of Inclusion
- Are We Really Diverse? (*Team/Organizational Assessment*)
- How We Form Stereotypes, Unconscious Biases and Misaggressions
- Championing Change / The Characteristics of an Inclusive Leader
- Identifying and Overcoming Obstacles to Diversity & Inclusion
- Applying What You Have Learned / Personal Action Plan for Success

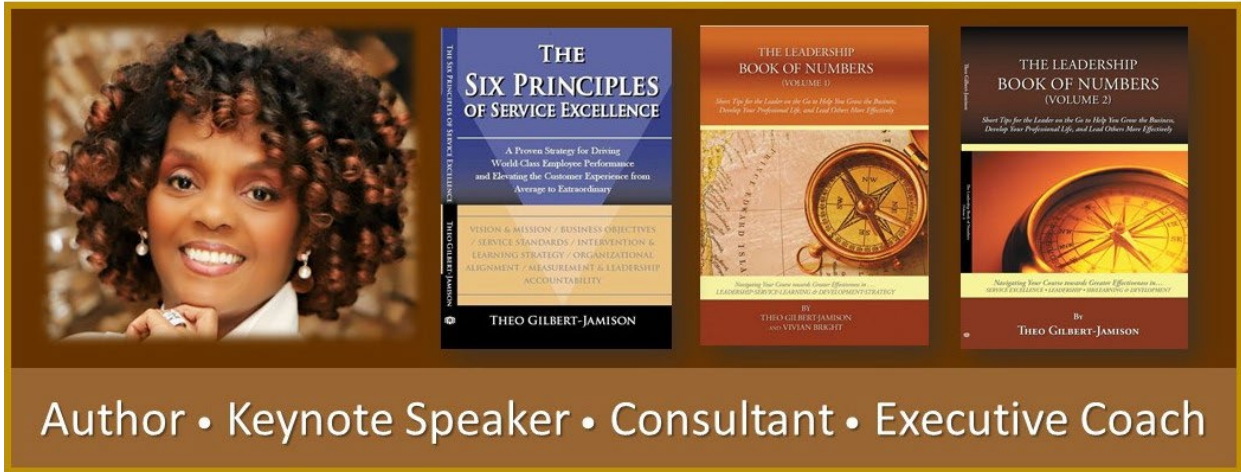
UNLOCKING YOUR EXECUTIVE / LEADERSHIP POTENTIAL

- Identifying Leadership Blindspots (*Self-Assessment*)
- Demystifying Executive Presence
- Becoming a Visionary Leader
- Creating a Culture of Accountability vs. Inconsistency
- Conducting Effective 1-on-1 Meetings
- Rethinking Employee Retention (*the 4-Key Processes*)

- Strengthening Leadership Capacity (*Developing Your Leaders/Team*)
- Mastering Accountability Conversations
- Mastering Time Management & Leadership Delegation
- Enhancing Self-Renewal through Work/Life Balance
- Fostering a Culture of Respect in the Workplace
- Applying What You Have Learned / Personal Action Plan for Success

Theo Gilbert-Jamison is available as a keynote speaker and for workshops and retreats.

To schedule Theo or to learn more, contact her directly at tjamison@psbydesign.com .



Background & Expertise

THEO GILBERT-JAMISON

- Is **Chief Executive Officer** for Performance Solutions by Design, a consulting firm headquartered in Atlanta, Georgia that helps organizations across all industries exceed expectations by elevating the customer experience from average to extraordinary.
- She is also author of several popular leadership books to include: **The Six Principles of Service Excellence** (published in 2005), and **The Leadership Book of Numbers, Volumes 1 & 2** (published in 2008 and 2012).
- Prior to launching Performance Solutions by Design in 2003, Theo was **Vice President of Training & Organizational Effectiveness** with **The Ritz-Carlton Hotel Company** where she enjoyed a successful 17-year career.
- Theo was also a key contributor, instrumental in implementing and sustaining quality processes and systems that led to The Ritz-Carlton Hotel Company becoming a two-time recipient of the renowned **Malcolm Baldrige National Quality Award**.
- With extensive background in Lean/Six Sigma, Leadership Development, and Human Resources -- today, Theo works closely with a diverse group of organizations -- ranging from *automotive, legal and financial services, to education, hospitality, country clubs, luxury retail, healthcare, technology, non-profits and more.*
- On average, Theo's books, workshops, videos, and webinars are viewed by over 150,000 people annually.

TESTIMONIAL

"I just want to drop you a note and tell you that you are a rock star! I'm sure you already know that. The presentation was fantastic, and it made me sorry I didn't just book you for the day. I'm doing a session with my staff on Sunday and I'm using the material we went over in your workshop. It's great stuff. You're amazing!"

Carol King
Education Chair
New England Club Managers Assoc.

Some of our Clients



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