

Our Credentials Are The Company We Keep

South Piedmont Community College

is bringing to the Anson/Union County area the premier one-day program to energize your employees with leadership, management and service skills.

Get the most from your employees.

Give them the tools to be most effective. This seminar is conducted by the people who "wrote the book" on profitability through leadership and customer service.

THE Disney KEYS TO EXCELLENCE

One Day Only!
September 17,
2008

Old Charlotte Highway Campus
Monroe, NC

FOR MORE INFORMATION CALL
Geri Duncan at 704-290-5221



Agenda

8:00 am - Leadership, Disney Style

Discover how effective leadership has been the catalyst at Disney to drive employee/customer satisfaction and bottom-line results, from the company's inception to today.

- Communicate a compelling vision
- Build involvement and ownership
- Organize for maximum involvement
- Capitalize on change

10:00 am - Management, Disney Style

Understand the importance of integrating your corporate culture into selection, training, and care.

- Establish a culture through learning by design
- Select and hire "right-fit" employees
- Train and motivate employees
- Create a support environment

1:00 pm - Customer Service, Disney Style

Explore world-renowned Disney principles for service excellence.

- Develop a service philosophy
- Learn tools to support a service culture
- Deliver on the service theme

3:00 pm - Loyalty, Disney Style

Learn key practices and principles in building and sustaining loyalty that have made Disney a trusted and revered brand around the world for more than 75 years.

- The business case for loyalty
- Strategies for creating loyalty
- Align for loyalty

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