



*Note: Pricing is for standard workshop (with nominal class size of 15) and includes printed materials and/or workbooks. Price may vary based on class size. Workshops in the Piedmont Triad NC, or Greater Richmond, VA area are not subject to travel expenses. Travel and hotel for an out-of-town workshop is billed at cost.

Workshop	Description	On-Site Pricing*
<p>Everyday Excellence Leadership® Envision. Empower. Engage.</p>	<p>The 2-day Everyday Excellence Leadership® Workshop arms leaders with tools and proven methods that can be immediately implemented to align employees around goals, foster an engaging and inclusive work environment and facilitate employee empowerment and ownership. Workshop participants will learn how to:</p> <ul style="list-style-type: none"> • Align employees around a common goal • Facilitate employee connection and ownership • Leverage change management techniques to garner support • Enable employee decision-making within a framework • Embrace tools to solicit input and make better decisions • Empower employees with skills & tools to identify and implement change • Build Trust • Foster an inclusive work environment • Create meaningful employee development plans • Recognize and reward achievements 	<p>\$5500</p>
<p>Customer W.O.W. Ask Me How</p>	<p>Delivering exceptional service starts with embracing your brand, getting the basics right and delivering delighters that will turn your customers into your best marketing advocates. Whether you are a FORTUNE 500 company or a small to mid-size business, delivering Customer W.O.W. will bring value to your company, your customers and your employees.</p> <p>The half-day Customer W.O.W. workshop provides participants with key actions needed to deliver an exceptional customer experience and create a culture of Customer W.O.W.</p> <ul style="list-style-type: none"> • Understand how Voice of the Customer & brand provide the foundation for W.O.W. • Identify types of delighters that create an emotional connection with your customer • Define your personal W.O.W. goal in terms of Competence, Connection, Service and Solutions • Describe organizational drivers that facilitate a culture of W.O.W. 	<p>\$1200</p>

Workshops Facilitated by Gianna Clark



Gianna is an accomplished FORTUNE 200 executive with proven ability to build top performing teams that deliver sustainable results. She is an industry recognized process improvement leader with a passion for developing leaders, serving customers and helping companies achieve their goals through Everyday Excellence Leadership®. Contact Gianna at GiannaClark@EverydayExcellence.org to schedule your on-site workshop and start your journey to excellence today!

Sept 2022

www.EverydayExcellence.org

On-Site Workshop Pricing Information*