



Dennis Snow Program

Performance Excellence – The Employee Factor

The number one reason that customers become disenchanted with an organization is because of employees' attitudes of indifference. This program is designed to change that. In order to motivate excellence, organizations must "engage the heart" of employees. When this happens, customers can see it, hear it and feel it in every interaction with an organization.

Attendees will discover:

- Ways to identify employee behaviors that align with the organization's mission
- Employee selection, training and communication processes that reflect the organization's values
- Internal processes that support and engrain customer service-oriented behaviors