



Leadership & Management Summit

Thursday October 12, 2017
At SYBERG'S Dorset @ Dorset & 270

"A Day With Richard Flint"

Featuring two sessions with world renowned speaker Richard Flint. You can attend both sessions for \$300 or choose the single session for \$175 that fits your schedule!

Session 1 - 6 Steps To Embracing Change **2PM-5PM**

Change - It's one of the most emotional words you have to deal with . . . **Change!**

Change is a fact of life and business. The more you resist it, the more you create a self-destructive environment.

Change! A word we have a love/hate relationship with. We resist change because of what the word requires, yet we know without change we cannot improve.

Join me as we examine the 6 steps to taking the fear out of change and learn to embrace change; the pathway to greater success:

1. Challenge any routine that keeps you from moving forward
2. Have a clear vision of where you want to go
3. Adjustments must be made in a timely fashion
4. Never keep people who don't share a common purpose, common agenda and a common commitment with you
5. Gather the mental strength to deal with the unexpected and find the pathway to continue to move forward
6. Expect resistance and be prepared to address it

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An organization is a living, breathing thing, which means it has to be nourished and fed the right behaviors. If it's not fed what it needs to grow, it will die. The greatest food it needs is **CHANGE!** If leadership is not willing to Embrace **Change**, they become responsible for the death of the organization. An organization is a living, breathing thing, which means it has to be nourished and fed the right behaviors. If it's not fed what it needs to grow, it will die. The greatest food it needs is **CHANGE!** If leadership is not willing to Embrace Change, they become responsible for the death of the organization.

Session 2 - From Great To Exceptional In Customer Service

6PM-9PM

It is not about how good or great you think you are at taking care of your customers! It is what the customer feels about the services they receive from your people. Tens of millions of dollars have been spent on teaching on the concept of Customer Service, yet it is still one of those nagging aspects of building a company that has a positive presence when you are not present.

Customer Service can no longer be a training, a teaching, a concept, a philosophy for doing business. It must become the Law of Business! "From Great To Exceptional In Customer Service" is the next dimension in taking care of the customer.

How important is the customer's experience to creating repeat and referral business? These are not driven by your name or marketing; they are driven by the behavior of YOUR employees to YOUR customers! Our challenge is what was Great is now Good and called Great; what was Good is now Average, but called Good.

The bar must be raised, and this insightful and mind-challenging program will:

1. Examine the 7 elements that are affecting the deliverance of Exceptional customer care;
2. Discuss the 8 things that are creating the majority of customer disappointment;
3. Focus on why management is fearful to ask employees to step up;
4. Present the 11 Steps to becoming EXCEPTIONAL in Customer Care.

This is not your normal program on taking care of your customers. This is raising the bar to the point that being Exceptional in Customer Care takes you to a dimension of Customer Care that eliminates the feeling that your people don't care. It's the future that keeps you from repeating the mistakes of the past.

It takes longer to build something great than it does to destroy it! Most companies are not weakened by the product they have, but by a management that says, "it's okay." Today, if you are not striving to be Exceptional, you are creating your own path to self-destruction.

EVENT SCHEDULE

1:30PM – Registration OPENS

2PM-5PM – "6 Steps to Embracing Change"

3:30PM-3:45PM – BREAK

5PM-6PM - Reception Sponsored by Performance Auto Color and AkzoNobel

6PM-9PM – "From Great To Exceptional In Customer Service"

7:30PM – 7:45PM BREAK

9:00PM Event Closes



2017 Attendee Registration Form

Business Name _____

Business Address _____

City _____ State _____ Zip Code _____

Contact Person _____

Email _____ Phone _____

| ATTENDEE NAME | Session 1 | Session 2 | BOTH |
|---------------|-----------|-----------|-------|
| 1. _____ | _____ | _____ | _____ |
| 2. _____ | _____ | _____ | _____ |
| 3. _____ | _____ | _____ | _____ |
| 4. _____ | _____ | _____ | _____ |
| 5. _____ | _____ | _____ | _____ |
| 6. _____ | _____ | _____ | _____ |

Total Attendees _____ 1 Session Only X \$175.00 = _____

Total Attendees _____ Both Sessions X \$300.00 = _____

Pricing Is Per Person Total _____

PAYMENTS

Check Number _____ Date _____

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EXPERATION _____ SECURITY CODE _____

SIGNATURE _____

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QUESTIONS - RON @ 636-949-5990 OR EMAIL AASPMO@AOL.COM



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"A Day With Richard Flint"

Thursday October, 12, 2017

**@ Syberg's Dorsett, 2430 Old Dorsett Rd,
Maryland Heights, Missouri 63043**



Richard has studied, researched, written and spoken for 30 years in his field of expertise – human behavior and development – through his programs in Leadership, Management, Customer Care, Sales, Ethics, Motivation, Organization, Personal Relationships and Human Behavior. He has made appearances on over 100 radio and TV shows, as well as host of his highly acclaimed internet radio show, Achieving A Positive Life. He has also written 13 books and produced more than 100+ audio and video learning programs, including being a finalist for The Top Self-Help book of 2005. Richard speaks to corporate and public audiences on the subjects of Personal and Professional Development, including the executives and staff of many of America's largest corporations. His humorous and poignant talks and seminars on Leadership, Sales, Self-Esteem, Goals, Strategy, Creativity and Success bring about immediate

changes and long-term results. Not to mention that his 100% success rate with his Private Coaching clients speaks for itself and are a continual testimony to his desire to challenge people and show them the pathway to accomplishing the highest level of achievement for their life.

