

## **Keynote Sessions**

### **The People Puzzle**

Even during the most serene of times, the relationship between all segments of our organizations requires tending and nurturing. Add to that, the pressures that demand attention (personalities, board/management requests, public pressures, attitudes, morale) and the outcome is a loss of quality and workflow. Join us in this highly interactive session and walk away with a plan to keep everyone working productively with each other.

### **Living with the 32 Hour Day**

Ever wonder if everyone else has a thirty-two hour day at their fingertips? Discover when to ask "what's the best use of my time right now? Identify time-wasters, calendar diligence, attitudes, project control and what to do when everything else goes wrong. Move from uncontrolled to-do lists to completion. Harness the 600 pound e-mail gorilla and other "time saving" technology.

### **The Essence of Effective Boards**

Seasoned or new, large or small, many boards have similar issues and opportunities confronting them. We will look at many of these issues and help you leave with your own action plan for improving the health, efficiency, and effectiveness of your board. Come prepared to add your needs to our "Parking Lot" of items to resolve and be ready to make a change to your board's vibrancy your organization's health.

### **Customer Service: Coping with Challenging Conduct**

The customer is always right. Have you heard that before? Maybe so, but, in order to deliver excellent customer service, we have to be in control of ourselves and the situation. What happens if we lose control? Discover how to manage the moment and not only keep the customer, but keep them for life?

### **Leading by Example**

What role do we play as leaders of our organization? Are we instruments, models, facilitators, or something else? Take a fresh step in enhancing your organization's mission through the strengths of your people while improving your skills. Leave with an action plan you can begin using tomorrow.

### **Polishing your Logo**

Each time we make contact with a customer, we have the opportunity of either polishing or tarnishing our organization's logo. Don't have a logo? What are you recognized for delivering? That's your logo. How does your service delivery impact that image? Discover how to personally "polish your logo" to add customer value, repeat business, and word of mouth advertising.

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