

Executive Leadership Series: Leading a High Service Culture in the Health Care Industry

This Cutting-Edge Program Helps Leaders Develop in 4 Critical Success Areas:

1. Ethical Leadership, the New "Standard"
2. Leading a Culture Driven by Service Excellence
3. Leadership Service Communication - Emotional Quotient (EQ)
4. Implementing Service Accountability Metrics in Health Care

Who Should Consider Attending this Valuable Program - Overview

Creating, nurturing and delivering excellent service starts, ends and is driven primarily by one critical attribute ... Leadership!

In our careers, we've designed, built, trained and led national service operations at Fortune 500 companies. The highly successful service operations we led, produced new company records for client retention, repeat revenues and service delivery metrics.

The key ingredient, regardless of the size of the organization or industry ... Leadership.

We're launching our new Executive Leadership Series in Denver. As part of the Series, this Program is designed specifically for Health Care Executives and Managers. You can register to attend this unique Program focused on elevating your leadership skills and your company's service delivery success. We'll be using our new, cutting-edge Leadership Development Simulations to help leaders elevate and improve service delivery decision making.

These Simulations are used by elite organizations including the *NFL, FBI, West Point, Med Star Health* and many others.

We're inviting you to **join us, gain a leadership advantage over your competition and learn how to convert this knowledge into delivering new service performance levels intelligently.**

We're looking forward to seeing you at this new Program! - Izabela, Jim & Kelly

Leading a High Service Culture in the Health Care Industry

For quality and focus, we have **Limited Seating (max of 12)**

Dates: Friday, December 9, 2011
Time: Registration desk opens at 8:30 am
Program begins at 8:45 am and wraps up at 1:00 pm
Lunch: Provided from 12:00 - 12:30
Location: Downtown Denver (near Broadway & 19th) at:
1900 Grant Street - Suite 850 - Denver, CO 80203
Phone: 720-493-0574 or 303-549-5051
Investment: Register on or before November 28, 2011: \$399*
Register on November 29, 2011 or later: \$499*

** We offer a \$50 discount, per person, when 2 or more professionals register for this program that work at the same organization group rates. if you'd prefer us to deliver the leadership program in your office, please call or email.*

Register Now

Questions?

For more information please visit one of our websites, email or call us:

mikehaynesandassociates.com

playitforwardsolutions.com

nextgenmktg.com

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Izabela Lundberg has extensive knowledge in global business management in multi-cultural and multi-lingual settings, while focusing on Leadership and Organizational Development. She's an accomplished public speaker, facilitator and trainer. In the global community, she is known as an Artist, Humanitarian and Agent of Positive Social Impact. Izabela is a member of the American Society of Training and Development and involved in the Branch Rickey Humanitarian Award executive initiatives. She's a Sr. Associate with Mike Haynes & Associates and is completing her Master of Science in Leadership and Organization at the University of Denver.



Jim Roncevich has over 17 years of leadership experience at Fortune 500 companies where he's led and designed national team training programs. He earned his MBA from The Ohio State University and is a passionate leadership development, accountability and innovation leader. In the community, he's involved in executive initiatives at Project C.U.R.E. and the national Branch Rickey Award, won by a MLB player each year.



Kelly O'Neill Dwight has 15 plus years serving in leadership roles, managing strategic initiatives for companies, clients and customers in the areas of business operations, marketing, project management and product management. Kelly specializes in go-to-market business strategy, collaboratively orchestrating and building teams and implementing relevant solutions. She's been an Adjunct Professor for nearly a decade at The University of Denver and gives her time as a volunteer and mentor at The Women's College at DU, TiERockies and Clean-Tech Open. Kelly holds a Master's degree in Technology Management from the University of Denver.