

IMAGINE A WORKPLACE

where people are fully engaged. Where trust, teamwork, and communication are everyday strengths. Where service, mission, and motivation are alive and well.

TOM TEREZ KEYNOTES, TALKS and WORKSHOPS

2008 CATALOG

This is the aim of Tom Terez's talks and workshops. He delivers **ideas, tools, examples, and inspiration** – for building trust, strengthening teamwork, improving communication, leveraging creativity, increasing engagement, and making the most of people's strengths.



Great information, great insights, great presenter! I can take these tools back to my workplace and use them immediately.

Linda Case, VP Human Resources, Empire Bank

Tom brings solid content and rich experience, all based on his years of interviews with people from all walks of work life — and his work with more than 150 organizations in the United States and overseas. His talks and workshops are **practical** (everyone leaves with specific action ideas), **interactive** (meaningful activities and group dialogue are always built in), **occasionally intense** (who ever said that enriching the workplace would be easy?), and **entertaining** (ask about Edison's lab).

Tom combines rich experience and powerful ideas

with a warm, personal style.

Outstanding!

Nathan Strong, SC Quality Improvement Network

Engaging, interesting, and very thought-provoking – the best speaker I have seen here at the Boeing Leadership Center.

Lori Schneider, Boeing

INSIDE THIS CATALOG:

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I loved the humor and positive nature of the material. I thought it was very practical – the ideas presented are so useable!

Becky Green, Client Services Manager, Regions Hospital

TOM TEREZ WORKPLACE SOLUTIONS, inc.

Building great workplaces one person at a time.



TOMTEREZ.COM



BETTERWORK-
PLACENOW.COM



INNERBEST.COM

A three-day workshop in a cross-cultural setting with people from nine countries is no easy task for any person. Yet Tom facilitated in a masterful, considerate manner. It was who Tom is more than what Tom said that really won our hearts and minds: inspirational, down to earth, responsive, simple, sincere, stimulating, optimistic, humorous, and much more.

Murray E. Millar, ADRA Asia

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ABOUT TOM TEREZ

This was the best workshop I've ever attended. The participation was incredible!

*Sandra Ford, HR Manager,
InnerLogic, Inc.*

Tom, you're an excellent presenter, and your interactive handouts are inspiring, insightful, and motivational. Thank you for helping us become better leaders.

*Ed Fleming, Battalion Chief,
Orange County Fire Authority*

I didn't have an opportunity to complete one of the evaluation forms for your session, but if I had, my simple message would have been: TOM ROCKS! Your style really captured the audience's attention, and you have such meaningful information to present.

*Sara Worley, HR
Director, CTMS, Inc.*

Tom's presentation is still being talked about – a compliment to him since his audience was professional trainers and speakers. He was a great motivator for our conference.

*Ron Marr, Manager, Illinois Department
of Public Health Training Center*

You are genuinely gifted at what you do. Thanks for some wonderful ideas and techniques!

*Venus Mann-Aguilar, University
of Colorado Hospital*

Tom has delivered talks and workshops for a remarkable cross-section of private-sector companies, public-sector agencies, organizations, and conferences – in Canada, Jamaica, Mongolia, South Africa, and all across the United States. Clients include Boeing, Fidelity Investments, Providence Health System, University of Colorado, Head Start, LensCrafters, the Social Security Administration, the American Red Cross, Brookdale Living Communities, agencies in 15 state governments, SHRM, ASTD, ASQ, ISPI, IPMA, ASTA, and many others. (See pages 3-4 for a fuller list.)

ONLINE: Tom is the founder of two popular Web sites: BetterWorkplaceNow.com and InnerBest.com. People from

125 countries subscribe to his Better Workplace Now and Inner Best e-letters. His other Web site, TomTerez.com, provides details about his talks and workshops, consulting services, success stories, and more.

IN PRINT: Tom has written more than 100 published articles on organizational performance

and personal excellence. For his book, 22 Keys to Creating a Meaningful Workplace, he spent two years interviewing leaders, managers, supervisors, and front-line associates.

OTHER INFO: Tom has an MBA from Duke University (1989) and a journalism degree from Northwestern University (1985). He is based in Columbus, Ohio.

CONTACT: Call 614-488-9721, or send an e-mail to contact@TomTerez.com, or use one of the online forms at TomTerez.com or BetterWorkplaceNow.com.

The screenshot shows the website <http://BetterWorkplaceNow.com/tools>. The header includes navigation links: E-LETTER, CONTACT, HOME, FOR CLIENTS + SESSION ATTENDEES. The main content area is titled "5-MINUTE ASSESSMENTS" and offers a selection of assessment tools categorized by industry: Private-Sector Business, Professional Service Firm, Health Care, Public-Sector Agency, Education, and Organization, Association. Below this, there are two featured sections: "22 KEYS INSTANT ADVISOR" and "DIFFICULT DOZEN HELP ZONE".

A SAMPLE OF RECENT SESSIONS

KEYNOTES:

International Association of Business Communicators, South Africa
Arizona Society for Human Resource Management
Nationwide Children's Hospital, Ohio
Jamaica Employers Federation
Association of County Directors of Social Services, North Carolina
Missouri Society for Human Resource Management
Orange County Fire Authority, California
Collin County Community College District, Texas
Northeast Area Human Resources Association, New England
New York State Nurse Administrators Forum
Ohio Partnership for Excellence
American Society for Training & Development, WI and MN
University of Colorado Hospital, Leadership Forum
▲ [Read about it at TomTerez.com/success/success4.html](http://TomTerez.com/success/success4.html)
Ohio Veterans Affairs Leadership Development Institute
Minnesota Society for Human Resource Management
Oklahoma Certified Public Managers Conference
Mental Health Centre Penetanguishene, Canada
Maryland Association of School Business Officials
Idaho HR Association
Ohio Council of Behavioral Healthcare Providers
Southwest CUPA-HR Conference
Ohio Society for Human Resource Management
Delaware Association of School Administrators
▲ [Read about it at TomTerez.com/success/success11.html](http://TomTerez.com/success/success11.html)
Jewish Family Services, "Partnering for Success" Conference
U.S. Deputy Wardens Association
American Association of State Compensation Insurance Funds
Direct Response Forum, Annual Conference
Ohio High-Performance Workplace Conference
Houston Society for Human Resource Management
HR Expo, Tennessee
George Older Workers Network
New York Society for Human Resources
Ohio Department of Administrative Services

WORKSHOPS:

Jacobs Technology
Fidelity Investments
Boeing
University of Arkansas Medical Center
Carondelet Medical Group, Arizona
Northern Arizona University
ADRA Mongolia, All-Staff Workshop, Ulaanbaatar
▲ [Read about it at TomTerez.com/success/success5.html](http://TomTerez.com/success/success5.html) and
BetterWorkplaceNow.com/mongolia
Administration for Children & Families
City of Charlotte, North Carolina
Pittsburgh Legal Administrators Association
American Society for Quality, Kansas City
Luxottica Retail
York County Government, Virginia
Lambton Hospitals Group, Ontario
▲ [Read about it at TomTerez.com/success/success9.html](http://TomTerez.com/success/success9.html)
Ohio Medical Board
Iowa Society for Human Resource Management

Tom was a huge hit. He brought humor, enthusiasm, and learning all rolled into one.

Boris Slogar, Ohio Partnership for Excellence

I appreciate all the extra effort you put into tailoring this session just for us. Your follow-up was great too – I don't think I have ever attended a seminar where the presenter continued communication with the group afterwards.

Melinda Minor, Social Security Administration

The session was fun and very informative. I appreciate the freshness of the presentation and the depth of your knowledge.

Dixie Cook, Senior Employment Manager, Mercy Senior Care

We asked Tom for a "meaty" presentation and we got it! His research is substantial and vital, and he brings a wonderful blend of humor and insight.

Peter Sprague, Senior HR Development Forum, ASTD

This was solid information presented in real terms. Tom Terez is a great speaker who looks you in the eye and gets to the point.

Kathy Higinbotham, Director of Human Resources, Tennessee Department of Safety

REFERENCES

Want to talk with people who have hired Tom for a keynote, workshop, or other session? Just let us know. We'll be happy to provide a list of contacts.

A SAMPLE OF RECENT SESSIONS

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Your passion for what you do really shows, and it's very contagious. Keep up the good work!

Terri Carraway, HR Manager, Hueck Foils

You have an excellent attitude and approach to what you're doing. You promote wonderful values and priorities for improving the workplace environment.

Marc Lubline, President, InnerWorks

We all need some inspiration and motivation. Tom Terez delivered!

Cristy Greaves, Principal, Laurel School District, Delaware

It's so refreshing to see someone re-introduce the human factor of work. Thanks, Tom. This has been the most reassuring part of this year's conference!

Steve Browne, Director of Human Resources, CDS Associates, Inc.

Tom challenged us to take risks and speak out, and what a difference it has made, both for our employees and for those credit union members we are here to serve. Thank you for a terrific experience!

Diana Fahle, HR Manager, KEMBA Financial Credit Union

You teach with a heart. Great job!

Nick Moore, Captain, South Carolina Department of Public Safety

Tom brings energy, humor, and practicality. This is the most motivating presentation I have ever heard on workplace issues.

Dr. Brian Jones, Chief, Forensic Division, Mental Health Centre Penetanguishene, Ontario

Providence Health System, Northwest
Missouri State Employees' Retirement System
Pepper Hamilton LLP, Pennsylvania
Senior HRD Forum, Quarterly Workshop, FL
▲ [Read about it at TomTerez.com/success/success8.html](http://TomTerez.com/success/success8.html)
American Society for Quality, Minnesota
Regions Hospital, Minnesota
Quantum Logistics, Colorado
New York Management Development Program
Social Security Administration, Western Region
Alaska State Government – Juneau, Anchorage, Fairbanks
▲ [Read about it at TomTerez.com/success/success7.html](http://TomTerez.com/success/success7.html)
Upper Valley Medical Center, Ohio
Jamaica Office of Utilities Regulation
University of Missouri-Kansas City
Ohio Head Start, HR Conference
Pinellas County Schools, Florida
South Carolina Improvement Network
▲ [Read about it at TomTerez.com/success/success12.html](http://TomTerez.com/success/success12.html)
Ohio Civil Service Employees Association
U.S. Border Patrol, Federal Law Enforcement Training Center
Northeast Ohio Health Services
Miami University of Ohio
Brookdale Living Communities, Illinois
KEMBA Credit Union, Ohio
▲ [Read about it at TomTerez.com/success/success6.html](http://TomTerez.com/success/success6.html)
Children's Guild, Maryland
Novozymes, North Carolina
Marymount College, California
Washington County, Minnesota

OTHER TALKS:

City of Aspen, Colorado
The Ohio State University Medical Center
Pepsi-Cola Bottlers Association, Louisiana
International Society for Performance Improvement
Vertex, Inc., Pennsylvania
▲ [Read about it at TomTerez.com/success/success2.html](http://TomTerez.com/success/success2.html)
New York Leadership Forum
Colorado HR Association
California Department of Transportation
Atlantic HR Conference on Emotional Intelligence, Nova Scotia
FCS Financial, Missouri
Minnesota Rehabilitation Services
▲ [Read about it at TomTerez.com/success/success3.html](http://TomTerez.com/success/success3.html)
Illinois Department on Aging
The Columbian, Washington
Arkansas Society for Human Resource Management
Washington State Quality Conference
American Red Cross, Florida State Conference
IRS Team Facilitator Forum
▲ [Read about it at TomTerez.com/success/success10.html](http://TomTerez.com/success/success10.html)
Arkansas Association of Colleges and Employers
Council of Engineering and Scientific Society
City of New Braunfels, Texas
American Society of Travel Agents
Ohio Society for Human Resource Management

KEYNOTES, TALKS & WORKSHOPS

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Ageless Wisdom from the Real Change Experts

See the following pages
for detailed descriptions of all
the talks and workshops.

CONSULTING & COACHING

The **ASAP Process** is an accelerated approach for uncovering improvement opportunities in an organization, division, department, or unit. It condenses two months of traditional consulting into one intense week of interviews, analysis, and breakthrough discovery.

LD3 is a three-part leadership development series. It uses a practical, experiential format to build skills related to motivation, engagement, communication, trust, and change.

GREAT08 is a six-month process to focus and strengthen your workplace improvement efforts. It engages key leaders, ensures accountability, and generates lasting results.

Breakthrough coaching is available for employee satisfaction committees, workplace improvement councils, engagement teams, and similar culture-building groups.

► For details about these consulting services, go to **TomTerez.com/services**

Building a Meaningful Workplace

Ideas, Tools & You!

WHEN PEOPLE ARRIVE AT WORK, THEY BRING MORE BRAINPOWER than the world's biggest computer. They also bring a tremendous potential for enthusiasm and commitment. That's the good part. The tough part is figuring out exactly HOW to make the most of all that brainpower and heartpower. How can we engage hearts and minds (including our own!) each and every workday? How can we create a workplace that truly brings out the best in everyone?

With questions like these, Tom Terez spent two years interviewing people from all walks of life. He wanted to go far beyond the buzzwords and preconceived notions – to find out from the source what truly engages people at work. In this special session, he brings the biggest discoveries to life with stories, examples, and plenty of good humor.

- The session provides an insider's briefing on 22 key factors that make or break morale and motivation in the workplace: purpose, acknowledgment, respect, dialogue, ownership, balance, invention, and others.
- Through a quick-take assessment, participants use these factors to evaluate their work environment – and pinpoint the greatest strengths and biggest improvement opportunities.
- When it comes to workplace improvement, shrinking budgets can put the squeeze on good intentions. Fortunately, some of the best improvement steps are more about common sense than dollars and cents.
- There's an emphasis on action. People leave the session with tailored action steps that they can put to work right away.

The workshop version combines a more extensive assessment process with additional dialogue. Participants develop a plan for taking positive action together.

Keynote: 45–90 minutes

Concurrent Session, Lunch-and-Learn, Retreat, Other Talk: 1–3 hours

Workshop: Half day to 2 days

Ideal as a keynote: timely and relevant, inspiring and informative

The Engagement Workshop

Ideas and Tools for Everyday Leaders

THE BIGGEST PROBLEM AND THE BIGGEST OPPORTUNITY IN EVERY WORKPLACE can be summed up in one word: engagement.

About half of all people in the typical workplace check their hearts and minds at the door on the way in. They go through the motions of their work and put in a full day, but their commitment and creativity are held in reserve.

Imagine if we could engage the full person. Imagine the impact if people used their hearts and minds every day. Imagine the enthusiasm, commitment, and productivity.

- This workshop shows how engagement is a shared responsibility that needs to involve everyone in the workplace. Through examples, dialogue, and practical activities, participants gain new insights and develop specific action steps.
- When it comes to achieving engagement, there's no magic formula or easy recipe – because people are so different and respond to different factors. Early in the workshop, participants get an in-depth briefing on what matters most.
- A deep sense of purpose is an important part of engagement, yet the notion of a meaningful mission is often confused with a mission statement. The former is essential while the latter can cause problems. Participants learn the difference – and the implications for action.
- Teamwork is another key engagement factor, but care must be taken to keep community from turning into conformity. The workshop provides guidance on how to achieve unity while making the most of those important workplace differences.
- When people are engaged, they take responsibility for their learning, development, contribution, performance, and results. Instead of looking to their managers, they first look to themselves. This doesn't happen overnight, of course, but it's a crucial change in perspective. Everyday leaders must set the standard by showing how it's done.
- Other factors can have an impact on engagement: the format of meetings, the layout of the workspace, the definition of roles, and so on. As the workshop unfolds, people learn what works, what doesn't, and why.
- Toward the end of the session, participants turn their insights into specific action steps. The intent is to develop practical actions that will have a positive impact right away. Some of these are developed individually while other actions are co-created with colleagues.

It takes time and concerted effort to build an engaging workplace. A single workshop can make a big difference, but it's essential to view this as a process rather than an event. During a closing segment, participants decide how they will continue their journey of learning, planning, and taking action.

Concurrent Session, Retreat Presentation, Other Talk: 1–3 hours
Workshop: Half day to 2 days

The Art & Science of Great Communication

Big Ideas for Your Team and Your Life

WHEN IT COMES TO BUILDING A BETTER WORKPLACE, FEW THINGS ARE as important as communication. Yet communication problems can surface on a daily basis, complicating our team efforts and keeping us from achieving our goals.

This session provides insights and tools that people can put to work right away. It's practical information, with wide application in team settings, one-on-one interactions, work situations, and life beyond work.

- Participants learn to recognize their "communication comfort zones" – their well-worn patterns of communication that may no longer be helpful. This awareness sets the stage for adopting new and better ways of communicating.
- Communication breakdowns have many possible causes. Participants learn how to diagnose a situation – and then take positive actions that address underlying causes and not just symptoms.
- Great communicators often use a facilitative approach. They ask questions to draw out more ideas from more people, they tactfully keep the conversation on track, they work to build consensus. Everyone can and should be a facilitator – and this session shows how.
- It's essential that people say what they mean and mean what they say, but without burning bridges in the process. Participants learn how to be proactive and assertive while also making the most of their emotional intelligence.
- The session explores other crucial communication truths: Dialogue is better than discussion. People can "gossip" their way to a better workplace culture. A compelling mission and clear goals draw people together, laying much of the groundwork for good communication over the long term.

As the session unfolds, people get a chance to put these concepts to work. They leave with tailored ideas and new skills that can be used immediately.

Keynote: 45–90 minutes
Concurrent Session, Lunch-and-Learn, Retreat, Other Talk: 1–3 hours
Workshop: Half Day to 1 Day

Teamwork from the Inside Out

The Smart Way to Team Success

AS WE WORK TO BUILD TEAM UNITY, IT'S EASY TO FORGET THAT TEAMS are made up of unique individuals whose hearts and minds are engaged in very different ways. Collective strength depends heavily on how well we understand and tap into our own inner motivation.

For some people, dialogue is most important. For others, it's a deep sense of purpose. For still others, it's the chance to create. By knowing what's important to whom, we gain crucial knowledge that can help us bring out the best in ourselves, our colleagues, and our teams.

This session gives people an insider's look into 22 factors that foster commitment and enthusiasm. They uncover their own most important factors while gaining insights into the highest priorities of other team members.

But the session goes much further as people:

- Learn about the big difference between discussion (with its win-lose mindset) and dialogue (which takes more time but leads to the best win-win outcomes).
- Gain key insights into the art and science of understanding and managing emotions. A high level of emotional intelligence is crucial to all teams.
- Get a quick course on "bidding for connection" and "turning toward," two powerful concepts that can dramatically improve team relationships.

All of this is made real with practical examples, inspiring stories, and meaningful activities.

In the workshop version of this session, participants talk about their discoveries during a facilitated dialogue. This process creates an important measure of team learning that can immediately boost a team's "click factor" while setting the stage for stronger working relationships in the long term.

Keynote: 45–90 minutes
Concurrent Session, Lunch-and-Learn, Retreat, Other Talk: 1–3 hours
Workshop: Half Day to 2 Days

The Trust Factor

How to Learn It, Earn It, and Turn It into a Team-Building Strength

IN A WORKPLACE WHERE TRUST IS A TRUE STRENGTH, PEOPLE TEAM up and work together because they want to, not because they have to. For them, it's about commitment rather than compliance.

This session looks closely at what trust really means – and how it works when it works best. Participants hear real stories that show the power of trust in its many forms. They engage in activities that bring key points to life. And they learn what they can do right now to increase the trust level in their own work environment – for the good of themselves, their colleagues and teams, and the people they serve.

As the session unfolds, people see the benefits of:

- Viewing trust as a reciprocal proposition – to get it, you have to give.
- Trading the efficiency of high tech for the effectiveness of high touch.
- Learning how to say what you mean and mean what you say.
- Opting for dialogue over discussion.
- Being the best kind of “spy” and “gossip,” knowing that the stories we tell end up shaping our workplace culture.
- Closing the gap between “us” and “them.”

Trust can be a nebulous topic that leads to endless philosophical conversation. This session takes a practical angle. It supplies ideas, insights, and tools that people can put to work right away.

Keynote: 45–90 minutes
Concurrent Session, Lunch-and-Learn, Retreat, Other Talk: 1–3 hours
Workshop: Half Day to 1 Day

Going Beyond the Brainstorm

How to Turn Good Ideas into Great Achievements

COMING UP WITH GOOD IDEAS IS THE EASY PART. THE TOUGH PART is moving those ideas beyond the drawing board. Just ask Thomas Edison, who famously observed that invention is 1% inspiration and 99% perspiration. There's no way around it. It takes substantial sweat to bring about meaningful, lasting change.

But is there a way to work smart? Absolutely – and that's what this session is all about. Through rich examples and hands-on activities, people learn how to:

- Transform a vague vision into a compelling plan.
- Overcome the inertia of the status quo.
- Win over skeptics and fence-sitters.
- Create a team of enthusiastic advocates.
- Leverage and learn from unfolding success stories.
- Create a new momentum that favors change, so that future ideas are easier to develop and implement.

As a keynote or other talk, this presentation is equally effective at conferences and conventions (where the audience includes people from a variety of organizations) and at companies and agencies (where the entire group works for the same organization).

The workshop version, lasting a half day to one day, works best when all the participants are from the same organization. This expanded session makes greater use of dialogue, and it gives people the chance to apply the information to their common opportunities.

Keynote: 45–90 minutes

Concurrent Session, Lunch-and-Learn, Retreat, Other Talk: 1–3 hours

Workshop: Half Day to 2 Days

This is the perfect keynote for concluding a conference. Participants get to reflect on all the ideas they gathered at the big event...then they identify their top priorities...then they develop a smart plan of next steps.

There's an Einstein and Gandhi in All of Us

Lessons in IQ and EQ from the World's Greatest Change Agents

WANT TO DO GREAT THINGS? THEN TAKE OFF YOUR BLINDERS AND BODY ARMOR, and tap your knowledge, experience, creativity, intuition, emotion, and potential. Everything you need is ready and waiting. It's simply a matter of taking action.

This session includes virtual visits with some of the greatest achievers of all time, including Albert Einstein, Mother Teresa, Thomas Edison, Martin Luther King Jr., and Gandhi. Their stories inform and inspire while showing how we can make the most of our own inner best.

Albert Einstein began his career as an assistant patent clerk. On the side, he mixed physics, math, and nonstop curiosity to produce three groundbreaking discoveries in one year. We can all make the most of our inner Einstein, as long as we're willing to mix our deep interests with curiosity and commitment.

Mother Teresa worked as a servant leader long before anyone coined the term. She walked the talk of a meaningful mission, bringing care to the world's neediest people. Legions have followed her lead. We too can make a difference if we remain mission-driven.

Thomas Edison created an invention factory that gave us the incandescent lamp, the phonograph, and much more. He leveraged his imagination while remaining practical. We can put our own Edison-like qualities to work if we remember that invention is 1 percent inspiration and 99 percent perspiration.

As the session unfolds, attendees think in new ways about big issues:

- Einstein said that the most important decision of our lives is whether we view the universe as basically friendly or hostile. Talk about the ultimate fork in the road!
- Seeing might be believing, but the reverse is also true. In order to create, we must exert the power of belief.
- What we focus on creates our future. If our inner talk is positive or negative, that's what we can expect tomorrow and the next day.

The session ends on a thoroughly practical note – with each person crafting specific action steps. In sessions lasting 1-3 hours, there's facilitated dialogue and additional activities.

Keynote: 45–90 minutes

Concurrent Session, Lunch-and-Learn, Retreat, Other Talk: 1–3 hours

This timely topic appeals to a wide cross-section of audiences: businesses, government agencies, organizations, associations, community groups, and others.

Making Sense of Motivation

A Leadership Perspective

MOTIVATION IS ESSENTIAL TO GREAT PERFORMANCE AND ORGANIZATIONAL success. But what is it that gets people motivated at work? How can motivation be sustained? What can we do right now to motivate ourselves and others?

People have all sorts of answers to these questions. Ask five managers for their best ideas on how to motivate people and you're likely to get five different responses. That's part of the problem. It's difficult to move forward as an organization when people are going in different directions.

This session is for people who manage people, including senior leaders, mid-level managers, and supervisors. It lifts up the hood on motivation and shows what works best.

- The art and science of motivation is cluttered with unproven theories and assumptions. The session begins with an important briefing on specific motivational approaches that have proven their value in the real world.
- Participants learn the difference between employee satisfaction, motivation, and engagement. One is about work environment, the other is about job content, and the third is about mission. This distinction is crucial to any effort at workplace improvement.
- Will higher pay increase job satisfaction? Will a meaningful mission engage everyone? Will increased openness and teamwork make all the difference? We explore these questions and crush some myths in the process.
- Throughout the session, all of the above is illustrated with stories, examples, case studies, and best practices.
- In a concluding segment, participants determine how to put their new insights to work. Individuals craft their own ideas for action, and people team up to build collective plans.

It's important to know the proven theories that underlie motivation. But it's essential to go further and use the theory as a springboard for developing and taking positive action. This session ends on a practical note that has participants moving together in the right direction.

Keynote: 45–90 minutes
Concurrent Session, Lunch-and-Learn, Retreat, Other Talk: 1–3 hours
Workshop: Half Day to 1 Day

Thriving in a World of Change

Ageless Wisdom from the Real Change Experts

EACH DAY BRINGS MORE CHANGE IN THE FORM OF NEW TECHNOLOGY, new trends, new needs, new wants, new expectations – you name it. Some of it unfolds on a macro level, in the world around us. But the biggest blur of change happens right in our workplaces, departments, and teams. In fact, change is the one thing we can count on when we arrive at work most days.

Ignoring it is not an option. Nor is it wise to stay reactive, taking action only when absolutely necessary. The best approach is to become proactive – to follow Gandhi’s advice and be the change we wish to see in the world.

This session provides down-to-earth guidance. With plenty of examples that instruct and inspire, it puts a human face on the challenge of change. People see first hand how they can thrive – and not just survive – in a world and workplace where change is ongoing.

- Change can push us in one direction one day and somewhere else the next, unless we’re steadied by a meaningful mission. Stay in contact with your deep sense of purpose. If you don’t have one, take time to think it through.
- Change-filled environments are tailor-made for creativity. Exert your creative intelligence. Be thoughtful about doing things in new ways.
- When change unfolds, people react with wide-ranging emotions. So throttle up your emotional intelligence. It’s more important than ever.
- Do what you can within your spheres of control and influence. If there are nine out of ten things you cannot do, then direct your time and energy toward implementing the one action that is doable.

Keynote: 45–90 minutes

Concurrent Session, Lunch-and-Learn, Retreat, Other Talk: 1–3 hours