A Passion for Excellence: Delighting Workers and Management, Customers and Stockholders

Abstract:
As you take on management of a department or a company, you are challenged to create balanced results for all your stakeholder groups – employees, management, customers and stockholders. Gabe will provide concrete, real-life examples of doing this by channeling the untapped passion for excellence that exists in your workplace.

Would you allow front-line blue-collar workers to:

- Set their own work schedule?
- Set their own pay scales?
- Create their own performance review?
- Write the company quality standards?
- Write the company’s drug and alcohol policy?

Gabe has done this at a $7 million company, where he and his team returned the company to profitability in 15 months while:

- Improving customer service level from 74% to 99%
- Reducing waster 34%
- Reducing labor costs 23% while increasing pay scales 10%
- Reducing safety incidents 70%
- Morale soared

You will leave Gabe’s engaging, thought-provoking and interactive presentation with:

- New perspectives on the difference powerful leadership can make in company performance
- A challenge to over-delegate – to go beyond what any management training would suggest is appropriate
- Tools to create great results for yourself, the people in your company, your customers, and your stockholders

Day: November 4, 2011
Time: 3:15 pm – 4:15 pm
Room: FAB 10
1900 SW 4th Avenue
Portland, OR 97201