


Is there a formula for success?

We say **yes.**

Deep Breathing Fundamentals for Service Excellence

Deep Breathing Fundamentals for Service Excellence is designed to invite participants to begin to think about their current business model from the standpoint of classic  thinking.

Our team hails from one of the finest entertainment companies and brands in the world, The Walt Disney Company, where many of us cut our teeth as young leaders and developed a sense of showmanship mixed with relevance.

This session will provoke and inspire learning that will help leaders reconsider the formula for success in any organization and provide them with application to take this learning to the next level.

A foundational “must” for any type of business reinvention or strategic growth.

Participants will learn how to:

- Think about his or her overall business from the perspective of classic Disney thinking, with relevant story emphasis around a formula for success that is tried, tested and true.
- Understand why culture is critical to the overall success of an organization and how a leader fits into the picture.
- Identify the components of the business Success Formula, and why the equation needs to be in balance for success.
- Analyze the leader's role in creating an environment where service is delivered consistently.
- Explore how employee engagement fits into the equation and what it takes to intentionally design an environment where people perform at their best – every day.
- Understand that service excellence is a byproduct of leadership and employee engagement.
- Think about the delivery of service with new ideas and concepts that can take his or her department and/or organization to the next level, and truly differentiate in competitive markets.

breathing service into your corporate culture.



One day that can change your service trajectory.

Strategic Service Culture Design is a way of doing business where service becomes the focus of every transaction made between you and your customer, and you and your employees.

In a classic  service strategy, you achieve exceptional service by paying extraordinary attention to every process and every detail at every possible customer touchpoint.

This comprehensive plan is always **intentional** and **by design**. And the result is the creation of a service-centric culture that intuitively performs and delivers only the best service possible—consistently.



Master storytellers with pixie dust and passion.

It all started with a mouse.

We make no bones about it. Everyone who works with **Onboard Oxygen Classroom** comes with Disney DNA. Each of us can trace our professional lineage back to a leader who worked directly with Walt himself.

In fact, we boast over 200 years collectively of Disney insight including concepts, strategies, and stories.

Simply put, we are classically trained Disney thinkers.

Contact us

Kathy Van Tassell

614.329.9337

kathy@obo2classroom.com
www.obo2classroom.com

Whatever you do, do it well.