

85%

of an employee's success is based on how they relate to people.

OUR APPROACH

We focus on the heart of business
Securing a Strong Foundation with Core Values
The Importance of Servant Leadership
When little things matter, big things happen



WE PROVIDE

Customized Training Sessions
Keynote Addresses
Company Retreats
Lunch and Learn Programs

THE BENEFITS

Heighten employee engagement
Increase customer satisfaction
Recover Work-Life Balance
Enhance relationships and Office Culture
Improve communication
Expand Customer Retention and Loyalty

The **BUSINESS of MANNERS**[®]
Leading from the Heart

TESTIMONIAL

"I see how much work is taking place and the deep thought process a lot of our people are giving to our culture. I am excited about our future. The Business of Manners will continue to be a big part of our success and success to me is when we win the hearts of our people and change their lives by creating an environment where they can LOVE their jobs!! When that happens great things will follow!!"

Terry Rich, COO

Pack Automotive Group, Fort Worth, TX

*After 18 months of The Business of Manners training, Five Star Ford, North Richland Hills, was awarded the 2016 #1 Dealer, out of 17,000 dealerships across the country on dealerrater.com.

WHY DO YOU NEED THE BUSINESS OF MANNERS?

87% of customers change service or product providers because of how they are treated.

How customers are treated when they do business with you has the greatest impact on customer retention and brand loyalty. Investing in employee development enhances the culture of the workplace which brings customers back again and again and again.

For more information and scheduling, contact Katherine Chenevert at kchenevert@mannerstoftheheart.org