The Success Insights Wheel was developed to give you a visual representation of your Natural and Adapted Styles. Refer to page 9 to identify which section of the wheel represents your Graph I and which section of the wheel represents your Graph II. Draw an asterisk (*) in the correct section from your Graph I. Draw a circle (●) in the section that represents your Graph II.

**WORK ENVIRONMENT**

If your job could talk, what would it say? Based on the descriptors around the wheel, place a (J) in the section of the wheel that best describes your job. How does it compare with your Graph I and Graph II locations?
KEY STRENGTHS
- Ability to do tough assignments right the first time
- Alert and sensitive to errors where precision and accuracy are required
- Professional and disciplined in their approach as it relates to an area of their expertise
- Organization skills, wise use of time

IMPROVE EFFECTIVENESS BY
- Being less of a perfectionist
- Going “by the book” less often
- More enthusiasm, less reliance on data

TENDENCIES
Goal: Accuracy and quality
Judges others by: Correct results, proof and facts presented
Influences others by: Use of data and exactness
Value to the organization: High standards for self and subordinates, well-disciplined
Overuses: Rules and regulations
When under stress: Becomes overly critical of self and others
Fears: High-risk decisions

KEY STRENGTHS
- Ability to set and accomplish high standards of conduct and work
- Alert and sensitive to problems, rules, errors and procedures
- Ability to make tough decisions without letting emotions interfere
- Ability to understand and preserve the need for quality systems

IMPROVE EFFECTIVENESS BY
- Stating true feelings on issues
- Less concern that change may damage relationships or quality
- More confidence, interdependency

TENDENCIES
Goal: Security and neatness
Judges others by: Precise standards
Influences others by: Dependability, attention to detail
Value to the organization: Conscientiousness, maintains standards
Overuses: Dependency on standard operating procedure
When under stress: Becomes introverted, obstinate
Fears: Antagonism

KEY STRENGTHS
- Ability to do quality work while exploring new ways to increase quantity
- Ability to make tough decisions, using insight and facts, while remaining unemotional
- Ability to push hard to discover correct acceptable solutions to problems
- Expects and challenges team to higher performance standards

IMPROVE EFFECTIVENESS BY
- Being sensitive to the feelings of others
- Being less blunt and direct
- Showing more sincerity

TENDENCIES
Goal: Designing systems
Judges others by: Their own high standards
Influences others by: Setting a pace in developing systems
Value to the organization: Precise, conscientious worker
Overuses: Facts and figures
When under stress: Takes on too much
Fears: Disorganization
### KEY STRENGTHS

- A promoter of quality systems
- A good sense of urgency balanced with maintaining high standards
- Organized, even in relationships. Appreciates company of people with similar ideas, likes being organized and quality-conscious
- Sensitive to change in the social and work environment

### IMPROVE EFFECTIVENESS BY

- Being more accepting of others’ ideas and beliefs
- Setting realistic goals
- Not being overly sensitive to other people’s comments

### KEY STRENGTHS

- Willing to adapt and be an integral part of the team—unless adapting lowers quality
- Ability to see both the good and the bad in any situation
- Ability to get results through people and complete tasks with high standards
- Places a high priority on conserving resources

### IMPROVE EFFECTIVENESS BY

- Being realistic when appraising people
- Making quicker decisions even when more data relating to quality is needed
- Respecting others’ efforts and valuing team members

### KEY STRENGTHS

- Ability to fight hard for results and/or procedures to ensure quality and correctness
- Ability to ask the right questions to uncover hidden facts
- Avoids favoritism when evaluating personnel
- Will combine analytical and intuitive skills when dealing with complex issues

### IMPROVE EFFECTIVENESS BY

- Being less analytical in trying to achieve correctness
- Not hiding emotion and expressing more thoughts to others
- Sharing information, team cooperation

### TENDENCIES

**Goal:** Diplomatic
- Judges others by: Who they know, prestige and accomplishments
- Influences others by: Strategy in good relations
- Value to the organization: Creates a good working environment
- Overuses: Tactfulness
- When under stress: Becomes too suave
- Fears: Having to trade quality for good relationships

**Goal:** Technical ability
- Judges others by: Their skills and expertise
- Influences others by: Being levelheaded
- Value to the organization: Combined task and people skills
- Overuses: High standards
- When under stress: Becomes uneasy, unpleasant
- Fears: Lack of recognition

**Goal:** Problem solver
- Judges others by: Their use of data
- Influences others by: Facts and figures
- Value to the organization: Independently accepts analytically challenging assignments
- Overuses: Perfectionism
- When under stress: Becomes blunt
- Fears: People contact, high risks and lack of privacy
HIGH D BEHAVIORAL GRAPHS

KEY STRENGTHS
- Ability to tackle tough problems dealing with many issues
- Forward-looking, aggressive and competitive
- Ability to work in an environment that has variety and change
- Initiates activity and sets a pace to achieve desired results

IMPROVE EFFECTIVENESS BY
- Being less intense, opinionated and blunt
- Not coercing others who may not be as committed to a project as they are
- Patience, concern for people, humility

TENDENCIES
- Goal: Dominance and independence
- Judges others by: Their ability for getting the task done quickly
- Influences others by: Force of character, persistence
- Value to the organization: Show ‘em attitude
- Overuses: Challenge and contest
- When under stress: Becomes quiet and analytical
- Fears: Losing control

KEY STRENGTHS
- Results-oriented with a sense of urgency to accomplish goals and meet deadlines
- Decisive and aggressive when presented with challenges
- Initiates activity through other people to get desired results
- Extroverted and actively seeks relationships with a variety of people

IMPROVE EFFECTIVENESS BY
- Becoming less irritated if deadlines are delayed or missed
- Not taking on too many responsibilities at one time, more consistency
- More follow-through, directness, lower expectations

TENDENCIES
- Goal: Aggressive and confident to win
- Judges others by: Ability to communicate and to think
- Influences others by: Friendliness and desire for results
- Value to the organization: Good planner, problem solver and resourceful
- Overuses: Position and their way
- When under stress: Becomes restless, impatient and insensitive
- Fears: Losing and failing

KEY STRENGTHS
- Sets high standards for self and others, expecting performance and teamwork
- Aware and sensitive to the cost of errors and mistakes
- Structured in use of time
- Systematically solves problems without letting emotions influence decisions

IMPROVE EFFECTIVENESS BY
- More warmth and appreciation of other team members
- Being more consistent with decisions—quantity versus quality issues
- Not being so blunt and critical of people who do not meet their standards

TENDENCIES
- Goal: Dominance and pioneering
- Judges others by: Their own standards, progressive ideas
- Influences others by: Competition and unique challenges
- Value to the organization: Initiate change on their own
- Overuses: Bluntness, overly critical
- When under stress: Driving and demanding
- Fears: Not being influential
### HIGH D BEHAVIORAL GRAPHS

<table>
<thead>
<tr>
<th>Key Strengths</th>
<th>Tendencies</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Conductor #57</strong></td>
<td><strong>Goal:</strong> Determined</td>
</tr>
<tr>
<td>- Ability to come up with new ideas and follow it through to completion</td>
<td><strong>Judges others by:</strong> Amount of work completed</td>
</tr>
<tr>
<td>- Appreciates others who are team players</td>
<td><strong>Influences others by:</strong> Tenacity and persistence</td>
</tr>
<tr>
<td>- Ability to see the “big picture” along with the small details</td>
<td><strong>Value to the organization:</strong> Results-oriented with a sense of consistency</td>
</tr>
<tr>
<td>- Determination and persistence</td>
<td><strong>Overuses:</strong> Reliance on self</td>
</tr>
<tr>
<td><strong>Improve Effectiveness by</strong></td>
<td><strong>When under stress:</strong> Stubborn, quiet and non-demonstrative</td>
</tr>
<tr>
<td>- Not being overly focused on one issue and missing other opportunities</td>
<td><strong>Fears:</strong> Involvement with too many people</td>
</tr>
<tr>
<td>- Being less concerned with personal standards</td>
<td></td>
</tr>
<tr>
<td>- Checking priorities with others</td>
<td></td>
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</tbody>
</table>

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<tr>
<td><strong>Conductor #27</strong></td>
<td><strong>Goal:</strong> Aggressively works through people to achieve results</td>
</tr>
<tr>
<td>- Direct and independent</td>
<td><strong>Judges others by:</strong> Expectations and likability</td>
</tr>
<tr>
<td>- High personal goals that usually surpass the goals of others</td>
<td><strong>Influences others by:</strong> Persuasiveness</td>
</tr>
<tr>
<td>- Ability to be self-sufficient, challenging yourself when others fail to provide support</td>
<td><strong>Value to the organization:</strong> Innovation and determination</td>
</tr>
<tr>
<td>- Faces obstacles and competition with optimism</td>
<td><strong>Overuses:</strong> Old ways, strong will</td>
</tr>
<tr>
<td><strong>Improve Effectiveness by</strong></td>
<td><strong>When under stress:</strong> Impatient, driving, unstructured</td>
</tr>
<tr>
<td>- Not displaying too much independence at inappropriate times</td>
<td><strong>Fears:</strong> Not achieving desired goals</td>
</tr>
<tr>
<td>- Being more careful with details</td>
<td></td>
</tr>
<tr>
<td>- Using patience, planned approaches to solutions, delegation</td>
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</tbody>
</table>

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<tbody>
<tr>
<td><strong>Conductor #42</strong></td>
<td><strong>Goal:</strong> Self-sufficient</td>
</tr>
<tr>
<td>- Ability to express ideas without getting emotionally attached</td>
<td><strong>Judges others by:</strong> Comprehension and power of reasoning</td>
</tr>
<tr>
<td>- Single-minded concentration on goals and vital issues</td>
<td><strong>Influences others by:</strong> Rational, indirect manner</td>
</tr>
<tr>
<td>- Careful scrutinizing of others who may impact your performance</td>
<td><strong>Value to the organization:</strong> Self-starter, goal-oriented</td>
</tr>
<tr>
<td>- Ability to explain technical data clearly and translate theory into workable solutions</td>
<td><strong>Overuses:</strong> Self-reliance</td>
</tr>
<tr>
<td><strong>Improve Effectiveness by</strong></td>
<td><strong>When under stress:</strong> Ambivalent and pessimistic</td>
</tr>
<tr>
<td>- Sharing knowledge, thoughts and emotions with others</td>
<td><strong>Fears:</strong> Deadlines without time for quality assurances</td>
</tr>
<tr>
<td>- Not hesitating to act under heavy pressure</td>
<td></td>
</tr>
<tr>
<td>- Developing more people skills and verbalization</td>
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</table>
# HIGH I BEHAVIORAL GRAPHS

## KEY STRENGTHS
- Very optimistic with a positive sense of humor
- Places focus on people and high trust in relationships
- Develops friendships quickly, enjoy networking
- Uses a consensus approach to decision-making

**IMPROVE EFFECTIVENESS BY**
- Keeping sight of career goals
- Being less concerned with the feelings of others
- Being organized and having a realistic attitude

## TENDENCIES
- **Goal:** Obliging and accommodating
- **Judges others by:** Their warmth
- **Influences others by:** Friendliness and interpersonal skills
- **Value to the organization:** Communicates the “big dream,” ability to bring a team together
- **Overuses:** Dependency on others and optimism
- **When under stress:** Emotional, too trusting
- **Fears:** Not being liked enough

## KEY STRENGTHS
- Ability to influence people to their way of thinking
- Communicates in a very open manner
- Ability to calm conflict situations
- Ability to promote new ideas and products

**IMPROVE EFFECTIVENESS BY**
- Making decisions based less on emotions
- Being willing to confront when required
- Having realistic deadlines, and practicing good time management

## TENDENCIES
- **Goal:** Maintain friendships
- **Judges others by:** Influential contacts, commitment
- **Influences others by:** Inspiration and charisma
- **Value to the organization:** Stable, dependable, wide range of friendships
- **Overuses:** Enthusiasm
- **When under stress:** Overly verbal
- **Fears:** Failure

## KEY STRENGTHS
- Ability to help others using warmth, empathy and understanding
- Protects and values both people and things
- Good listener and talker

**IMPROVE EFFECTIVENESS BY**
- Being assertive and decisive in certain situations
- Not avoiding confrontation even when risky
- More initiative, sense of urgency

## TENDENCIES
- **Goal:** Maintain long-term friendships
- **Judges others by:** Their loyalty to the relationship
- **Influences others by:** Personal relationships, setting a good example
- **Value to the organization:** Good listener, patient with others
- **Overuses:** Tolerance
- **When under stress:** A grudge-holder, uneasy under stressful situations
- **Fears:** Confrontation

---

**KEY STRENGTHS**

1. Very optimistic with a positive sense of humor
2. Places focus on people and high trust in relationships
3. Develops friendships quickly, enjoy networking
4. Uses a consensus approach to decision-making

**IMPROVE EFFECTIVENESS BY**

1. Keeping sight of career goals
2. Being less concerned with the feelings of others
3. Being organized and having a realistic attitude

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4. **Value to the organization:** Good listener, patient with others
5. **Overuses:** Tolerance
6. **When under stress:** A grudge-holder, uneasy under stressful situations
7. **Fears:** Confrontation
KEY STRENGTHS
- Ability to handle difficult situations tactfully, sensitive to the needs of people
- Ability to create a pleasant, comfortable atmosphere
- Ability to promote ideas effectively
- Prefers a fast-paced environment

IMPROVE EFFECTIVENESS BY
- Being less analytical
- Communicating less information when selling products or ideas
- Being more assertive

TENDENCIES
- **Goal**: Approval and acceptance
- Judges others by: Their ability to read verbal and nonverbal cues
- Influences others by: Poise and confidence
- Value to the organization: Relieves tension and promotes people and projects
- Overuses: Control of conversation
- When under stress: Verbal, caustic with others
- Fears: Loss of uniqueness

KEY STRENGTHS
- Ability to be adaptable in many situations
- An optimistic, sociable and cooperative team player
- Will attempt to bring the team together in a well-organized manner
- Patience to listen to what others are saying

IMPROVE EFFECTIVENESS BY
- Being less accommodating of others
- More consistent display of assertiveness
- More directness and better time management

TENDENCIES
- **Goal**: Systematic results through others
- Judges others by: Their ability to communicate and to think
- Influences others by: Diplomacy
- Value to the organization: Careful and personable
- Overuses: Position and their standards
- When under stress: Possessive and overly sensitive
- Fears: Not being part of the team

KEY STRENGTHS
- Ability to be persuasive, assertive and steady
- Ability to be independent when the need arises
- Ability to create and promote an idea
- Ability to present ideas in a positive and somewhat direct manner

IMPROVE EFFECTIVENESS BY
- Being less opinionated
- Gathering enough information before acting
- More attention to details, organization

TENDENCIES
- **Goal**: Sociable and convincing
- Judges others by: Their dedication and tenacity
- Influences others by: Taking responsibility
- Value to the organization: Enthusiasm and directness with new ideas and opinions
- Overuses: Ambitiousness
- When under stress: Superficial
- Fears: Not being seen as a team player
### HIGH S BEHAVIORAL GRAPHS

#### Supporter #5
- **Goal:** Dependability and stable
- **Judges others by:** Their consistency
- **Influences others by:** A congenial disposition, serving others
- **Value to the organization:** Stabilizes the environment in a friendly manner
- **Overuses:** Composure
- **When under stress:** Non-expressive
- **Fears:** Not being appreciated, and the unknown

#### Coordinator #20
- **Goal:** Achieve high standards set for self
- **Judges others by:** Use of knowledge
- **Influences others by:** Ability to follow through
- **Value to the organization:** Adding focus and logic to existing needs
- **Overuses:** Resistance to change
- **When under stress:** Becomes determined, stubborn
- **Fears:** Not meeting specific requirements

#### Relater #17
- **Goal:** Acceptance
- **Judges others by:** Loyalty, sincerity, dependability
- **Influences others by:** Offering understanding, friendship
- **Value to the organization:** Supports, harmonizes and offers stability under pressure
- **Overuses:** Kindness, compassion
- **When under stress:** Withdrawn
- **Fears:** Dissension, conflict, being disliked

#### KEY STRENGTHS
- Ability to present self in a calm and controlled manner, using the ability to concentrate as a means to listen and learn
- Ability to stay with a task that provides meaningful contribution to the organization
- A team member who can be open, patient and tolerant of differences
- Enjoys praising others

#### IMPROVE EFFECTIVENESS BY
- Projecting a sense of urgency when the need arises
- Less reliance on routines
- More initiative, adaptability to change

#### KEY STRENGTHS
- Ability to begin a project and follow through to completion
- Willing to work for a leader and a cause
- Excels in seeking solutions to problems through logic that will be comprehensive and pleasing to all involved
- Demonstrates positive leadership through the consideration shown to the feelings of others on the team

#### IMPROVE EFFECTIVENESS BY
- Learning to be self-promoting
- Using a direct approach
- Displaying concerns and feelings

#### KEY STRENGTHS
- Good listening skills with the ability to empathize with people
- Skilled at helping and supporting others achieve goals and aspirations
- Gifted at accepting people’s sentiments, beliefs and values
- Ability to create an environment where people feel significant

#### IMPROVE EFFECTIVENESS BY
- Being assertive and decisive
- Being less accepting of the status quo
- More strength, firmness and self-assertion
KEY STRENGTHS
- Ability to take a problem and follow through to successful completion
- Persistent, determined, tenacious and logical in the pursuit of results
- Excels at maintaining relationships both on and off the job
- Team player who will display leadership skills and stand up aggressively for what they believe in

IMPROVE EFFECTIVENESS BY
- Demonstrating less passive behavior, even if it affects their security
- Using new and creative thinking when problem solving
- Not resisting new situations that may be out of their comfort zone

TENDENCIES
- Goal: Personal achievement
- Judges others by: Their accomplishments and successes
- Influences others by: Perseverance
- Value to the organization: Works independently and likes challenge
- Overuses: Bluntness
- When under stress: Obstinate, inflexible, relentless
- Fears: Not attaining desired results

KEY STRENGTHS
- Ability to be supportive, friendly and optimistic in any relationship
- Sociable with the ability to enjoy the uniqueness of each human being
- Ability to use balanced judgment bringing stability to the entire team
- Good at analyzing situations that can be felt, touched, seen, heard, personally observed or experienced

IMPROVE EFFECTIVENESS BY
- Staying focused on roles and expectations to be effective
- Having a sense of urgency
- Sincere appreciation of shortcut methods

TENDENCIES
- Goal: Status quo
- Judges others by: Friendship
- Influences others by: Consistency of performance, accommodation
- Value to the organization: Planner, consistency, maintains pace
- Overuses: Modesty, conservatism
- When under stress: A grudge-holder
- Fears: Conflict, losing face

KEY STRENGTHS
- Ability to empathize with others’ feelings while maintaining their own independence
- Excels at projects that require a determination and persistence to win
- Positive influence on uncooperative or negative team members
- Good at bringing people to negotiation process and listening to opposing views

IMPROVE EFFECTIVENESS BY
- Prioritizing daily activities
- More weighing of pros and cons
- Being more firm and consistent in their convictions

TENDENCIES
- Goal: Success through consistency
- Judges others by: Loyal friendships
- Influences others by: Persuasive people skills
- Value to the organization: Solves problems creatively and innovatively works through people
- Overuses: Intensity
- When under stress: Passionate, forceful
- Fears: Not being supported by the team and change
THE SUCCESS INSIGHTS WHEEL™

Precise
Accurate
Quality-Oriented
Critical Listener
Attention to Detail

Creative
Task-Oriented
Cool/Aloof
Analytical
Vacillating

Competitive
Confrontational
Direct
Results-Oriented
Change Agent

Logical
Product-Oriented
Slow to Change
Self-Disciplined
Pessimistic

Persuasive
Process-Oriented
Quick to Change
Independent
Optimistic

Accommodating
Non-Confrontational
Persistent
Adaptable
Steady

Trusting
Contactable
Persuasive
Talkative
Self-Confident

Good Supporter
Team Player
Persistent
Cooperative
Sensitive to Others

Words That Don’t Work

Clever
Educated Guess
Experimental

Feelings
Perception
Your Opinion

Frequent Stoppage
Follow Directions
In My Opinion

New
Revolutionary
Cutting Edge

Standardized
Structured
Uniform

Substantial Change
Innovative
Play to Win

Theoretical
Sophisticated
Requires Study

Complex
Abstract
Override the People
Recognized as a leading authority on talent management, leadership development and employee engagement. Greg helps businesses transform themselves into exceptional places to work that attract, retain and motivate people to their full potential.

Smith's presentations are inspirational, informative and entertaining with a highly interactive style that connects with audiences. As a business performance consultant and author, Smith has addressed organizations in over 19 countries. He has designed training programs and spoken to hundreds of associations, organizations and businesses.

As founder and President of Chart Your Course International Inc., Smith helps executives and business owners accelerate individual and organizational performance and navigate through increasing rates of change. He helps design strategies and processes to grow organizations and implements business initiatives creating clearer direction, increased profitability, stronger executive teams, improved communication and happier and more productive employees.

Smith began his career on the front line as a U.S. Army Officer. He worked for the Army Surgeon General as senior consultant responsible for innovation, quality management and strategic planning for the U.S. Army Medical Department. In addition, he served on the Board of Examiners for the Malcolm Baldrige National Quality Award, the nation's highest honor for business excellence presented by the President of the United States.

Smith has written and published over 350 articles and 9 books including his latest, *Fired Up! Leading Your Organization to Achieve Exceptional Results*. He has been featured in hundreds of magazines and trade journals and has appeared on numerous television and radio programs, including Bloomberg Business News and PBS television.

**Accelerating Individual and Business Performance**

**Gregory P. Smith**

- President, Chart Your Course International Inc.
- Publisher, The Navigator Newsletter, 30,000 subscribers
- Member, Georgia Toastmaster’s Hall of Fame
- Board of Examiners, Malcolm Baldrige National Quality Award
- Legion of Merit and the Order of Military Medical Merit, U.S. Army Surgeon General
- Harvard University’s International Directory of Management Scholars
- Who’s Who of Professional Speaking
- Selected as one of the nation’s Top-Ten “Rising Stars” in human resource management, Human Resource Executive Magazine
- Eagle Scout

“Greg is a perceptive teacher, an inspirational speaker, a motivating preacher.”

Northeast Independent School District, San Antonio
Greg’s Most Popular Topics

The Power of a Positive Attitude
People can choose to be negative or positive – it is their choice. You will learn how to become a leader, build enthusiasm and make a powerful difference to the lives of others. In his practical and motivational style, Greg unfolds a blueprint that has helped thousands of people empower themselves, transform others and drive a positive “can do” attitude. This session is designed to help human resource professionals and business people become change agents to improve performance and deliver powerful results.

Innovation Meets Bureaucracy: Making Hippos Fly!
Every organization faces two major challenges – innovation and bureaucracy. Innovation is the driving force behind growth, new jobs and new industries. Every person strives to be innovative, to be all they can be. On the other hand, bureaucracy drains the energy and creative ability and robs people the pride of a good job well done. In this interactive and educational presentation, Greg provides a transformation process that will quickly enhance performance creating a foundation of employee engagement, change and innovation.

Fired Up! Leading Your Organization to Achieve Exceptional Results
Every organization has the capability of achieving higher levels of performance. No matter what industry you are in, success depends on engaging the creative abilities and accelerating the performance of the entire workforce from the bottom to the top. Based on proven concepts, you will learn how to achieve measurable performance improvement results in a short period of time. You will learn how to design employee involvement and engagement programs that harness the creative abilities, accelerate performance and generate bottom-line results.

Gladiator Leadership:
Transformational Leadership for a Changing World
The personal actions of the leader is the most important factor in driving profits and retaining employees as well as contributing to the financial success of the organization. This session will provide attendees with the five key strategies that drive performance and inspire and motivate people to go above and beyond. You will learn how to reward, motivate, engage and coach people toward higher performance.

Here Today, Here Tomorrow:
Proven Ways to Engage, Retain and Motivate Your Top Talent
The key to success for any organization is the ability to attract and retain skilled and talented people. Good organizations make employee retention a core element of their talent management and organizational development strategy. Those that fail to make it a priority risk losing their top talented people to the competition. This session shows you how to design an effective talent management strategy that provides a comprehensive road map for not only attracting and keeping talented employees, but for motivating and engaging them to achieve a higher level of performance and productivity.

Fast, Focused and Friendly: The Essentials of Great Customer Service
Learn to create a powerful culture of exceptional customer service that permeates and drives the actions of the entire organization. This program will help you create a process that develops the right attitudes, behaviors and emotionally connects with your customers. Discover how to hire, manage and reward your employees so they act quickly, take responsibility and deliver a high level of service.

Additional topics include: Communication, Team Building, Organizational Culture Change, Hiring and Management Training.

Publications by Gregory Smith

“Greg provides a comprehensive road map for not only attracting and keeping talented employees, but for motivating them to achieve a higher level of performance.”
Human Resource Executive Magazine

“As a result of your training we are now seeing measurable improvements in reduced turnover, increased sales, better customer service and improved communication and morale of all concerned.”
Bates Ace Hardware

“Your interactive, engaging style helps everyone get involved in the process.”
Hallmark Cards

“Your speech was upbeat and motivating - just right to charge our senior leadership.”
U.S. Air Force

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