



The 10¢ Decision: How small change pays off big

Laurie Guest, CSP, CPAE



This session is eligible for 1 Continuing Education Hour.

For these hours to appear on your certificate, you must:

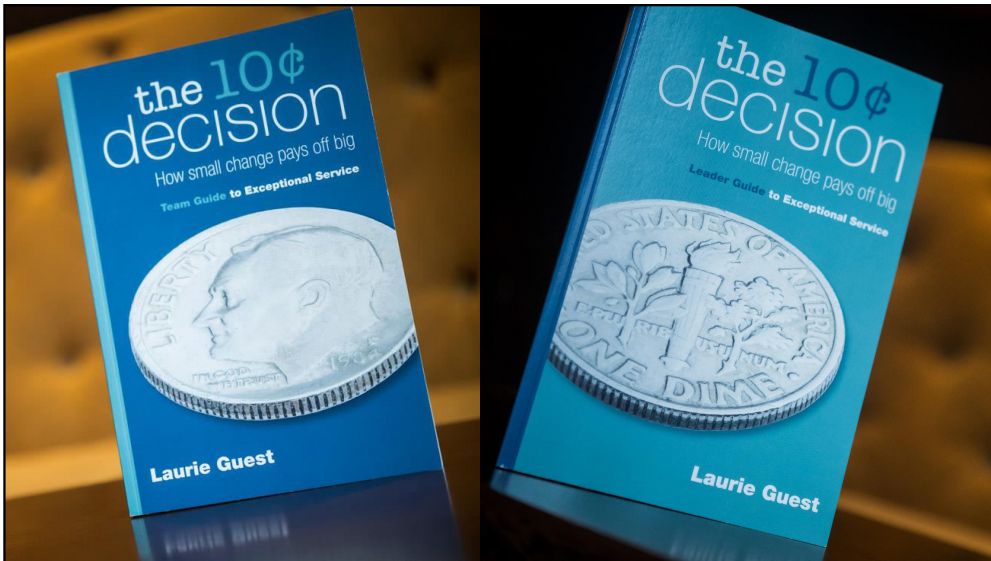
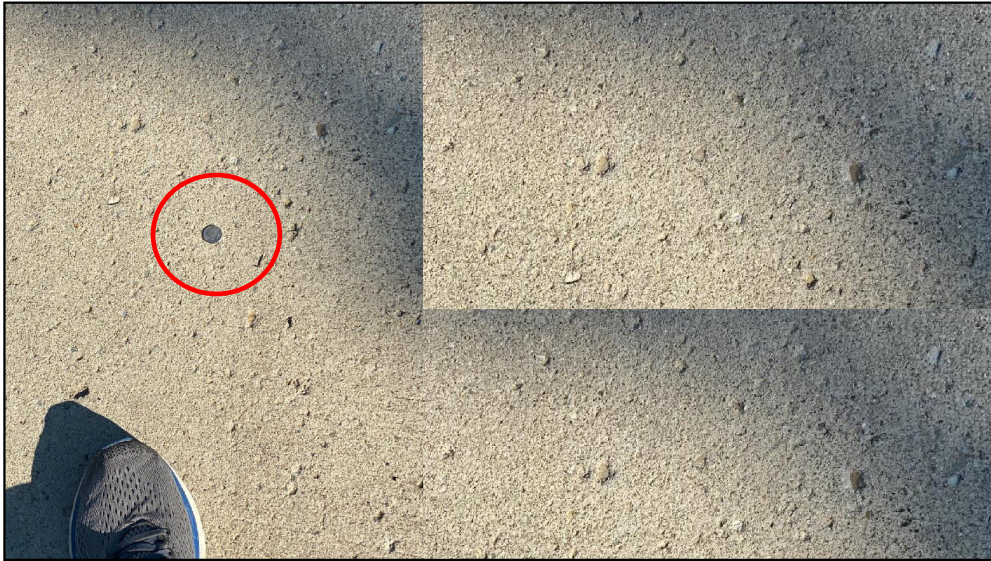
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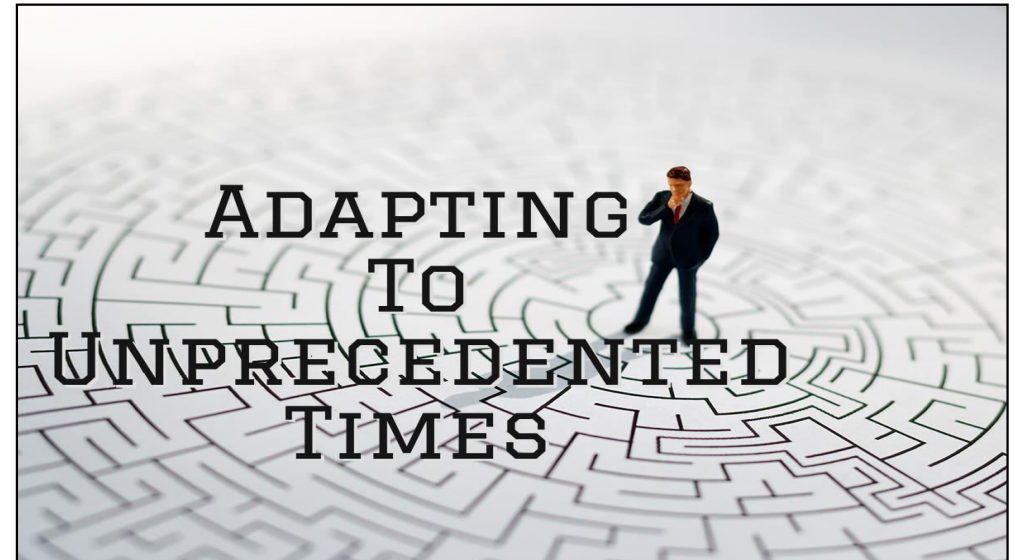


Online Evaluation

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2

Package

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3

Driving Business Efficiency

Process

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Estimated cost of refolding the towels:

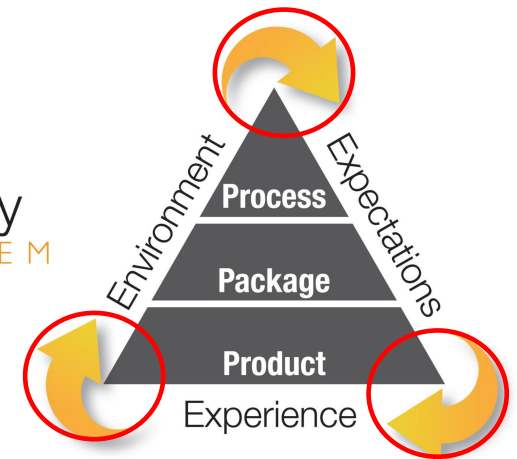
- 20 Min of labor x 3 loads a day = 1 hour labor
- 1 hour x 260 days of deliveries x \$40 = \$10,400

Estimated savings implementing the pivot maneuver:

- 1 Min of labor x 3 load a day – 3 minutes
- 3 minutes X 1.98 (prorated salary) x 260 = \$514.80
- Savings of \$9,885.20

What are your blue towels?

ExtraOrdinary
THE GE SYSTEM





Thoughts + Presence + Words

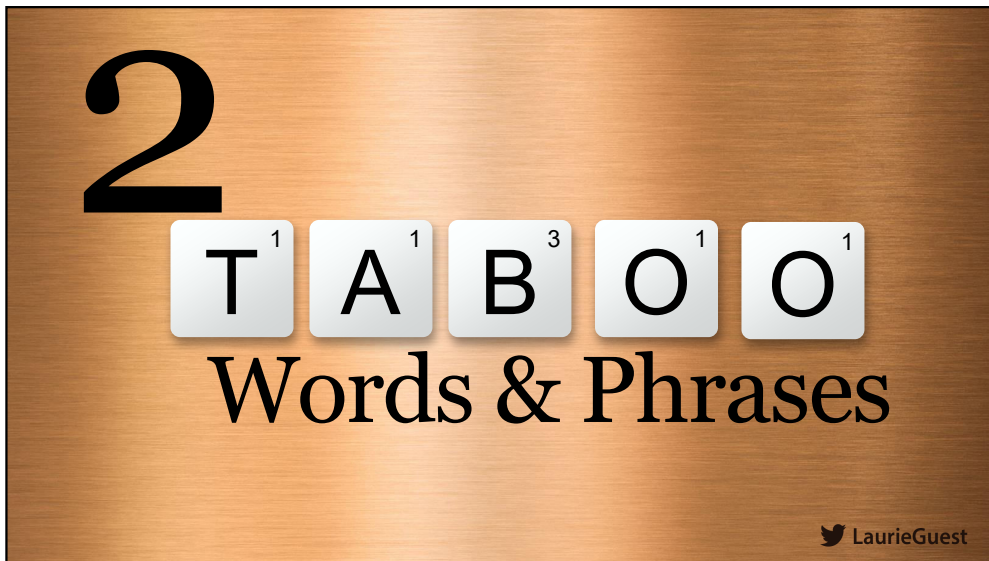
Influential Communication

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Words. Tone . Pace

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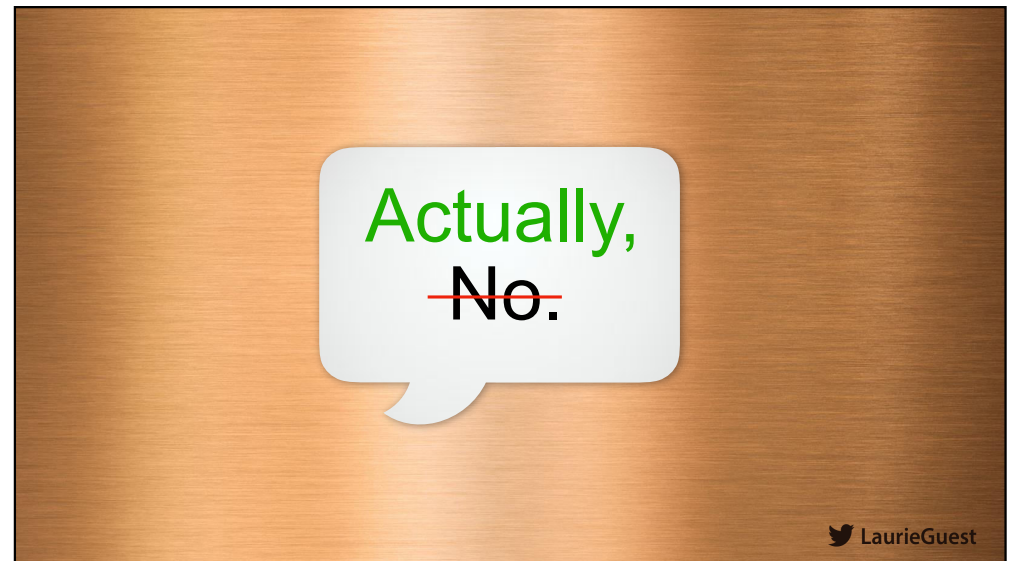


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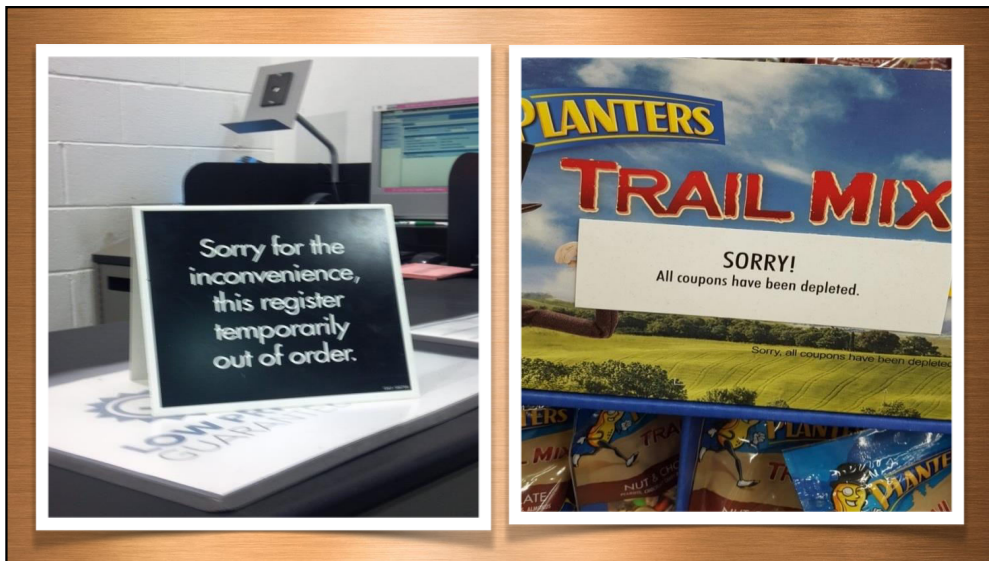
Words & Phrases

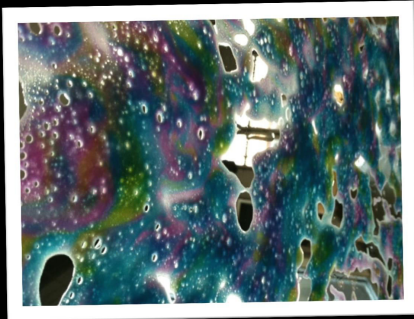
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Actually,
~~No.~~

LaurieGuest



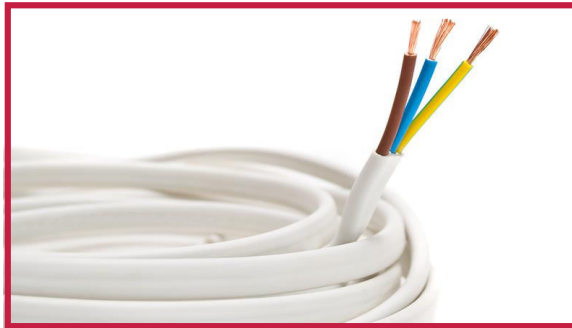


It's all about the snapshot

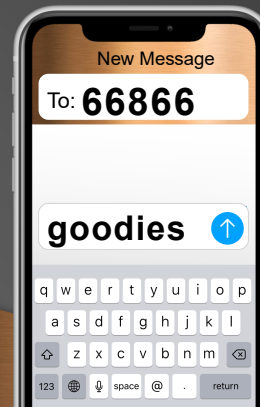
Encounter Points



Speed Round of 10¢ Decisions!



Text to get Goodies:



- Big 7 of Service
- It's Showtime!
- Is My Body Language Showing?
- Scripting for Superior Communication
- Dealing with the Angry Person
- Bust Out of Service Fatigue
- PLUS.....

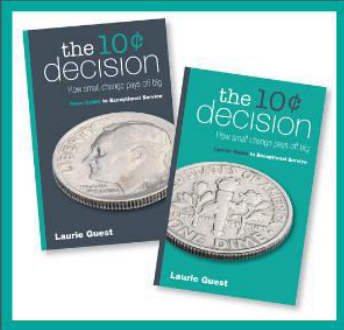
the 10¢
decision

How small change pays off big

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Showtime!

Go time,
All the time...



“This first thing I do is make sure that everyone on set is making the same movie.”

FRANCIS FORD COPPOLA



LAURIE | GUEST, CSP

Professional Speaker and Trainer



Complete the Online Evaluation



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