

Do You Want Your Managers to Get Better Results? Would You Like Happier, More Productive Employees? Would You Like to Know Two Secrets to Success?

Everyone is talking about employee engagement and customer service; and they're usually complaining. Very often that's because managers haven't been given the opportunity to learn how to lead and leaders don't know where you want them to go! Here are two secrets that will start you on the road to fixing those problems.

1. Train managers to be leaders. That's right; your managers are really leaders. Think about this. Managers spend more time face-to-face with your employees than anyone else in the organization. They handle the problems and make you successful. (Do they?)
2. Make sure everyone understands your mission and goals. Your employees will be much more engaged when they understand why they are important to the organization's success.

What's that got to do with customer service? When managers are good leaders, employees are happier, and that translates to better customer service.

But, you say, it isn't that simple. You're right, it takes work. Your success starts with these two secrets and the results are worth the effort. Besides, you'll enjoy the process and so will your managers. So, why should you listen to me?

There are a lot of people who will tell you they are leadership experts. Some of them are but most don't have my 30 years of experience and many haven't really led anything: I have! From being a first-line supervisor to leading large, complex, high value organizations, I've been in the trenches and developed the knowledge and skill that only comes from years of experience. But there's something else, and this is the difference between me and most leadership training companies.

I don't want to come to your organization and give you a couple of hours of information, then leave. It's what happens after the training session that is the most value to you. That's follow-up. I will provide support for as long as you need me.

What Others Have to Say:

When it comes to leadership, Bob Mason is the total package. This is not a diamond in the rough – this one is cut and polished with all the characteristics of the brilliant lustrous stone. He's the total package. He knows how to lead and people respond to his rock solid leadership. He gets the most out of people.

*Hugh Campbell
USAF (Ret)*

Bob made the information simple, relative, and easy to understand. Great use of examples helped me really understand.

*John White
Principle
Fundamental Fitness Concepts*

*I work with organizations that want to
excel by training managers to be leaders
and creating great strategic plans!*

Help me help you!
Call
866-243-1682 (toll free)
505-456-5233 (in NM)
or email
[**rlm@planleadexcel.com**](mailto:rlm@planleadexcel.com)



RLM PLANNING
& LEADERSHIP
PLAN - LEAD - EXCEL

Are you ready for a speaker who will give your audience concrete information they can use?

Do you want a speaker who provides information culled from over 30 years of experience?

My job as a speaker and trainer is to provide information your audience needs, in a way which will energize them. Your audience will leave not only excited about what they can do to improve your organization, but with the tools to make those great things happen. Many terrific leaders helped me learn leadership techniques that work and I want to pass those techniques on to others so they can excel. Develop your leaders with seminars, workshops, and keynotes on these topics. You'll be glad you did!

PLANNING TO EXCEL

Take your organization on a journey through RLM Strategic Planning Model. Your audience will leave with the basic knowledge and a burning desire to create a great strategic plan for your organization.

I CAN MAKE IT HAPPEN!

This speech is for young people who aspire to be leaders and discusses basic leadership concepts and how young people can prepare for and embrace leadership responsibilities.

LEADING TO EXCEL

Show your managers and leaders how good leadership training and development can improve just about everything about your organization.

"YOU DON'T UNDERSTAND!" "YOU JUST DON'T GET IT!"

Take an interesting look at the unprecedented variety of generations occupying the same workspace. Your audience will come away with some great techniques for leaders to achieve harmony and success.

To bring Bob to your next event, call 866-243-1682 (toll free) or email rlm@planleadexcel.com

What Others Have to Say:

I have personally attended professional management training at Stanford University, Thunderbird International School of Management, Kellogg School of Business at Northwestern University, and INSEAD in Fontainebleu, France among others and I can say that the quality and level of information of Bob's presentation is on a par with instructors at these institutions. I would recommend Mr. Mason to anyone seeking to gain insight into the two workshops that he presented for the SC SBDC.

*Ted Trujillo - Director
Sandoval County SBDC*

“Outstanding speaker. The audience is riveted throughout the presentation.”
*Professor Ralph Liebhaber
Associate Professor
Air Force Institute of Technology*

“Bob kept us engaged throughout his keynote. He researched our association and really involved the audience.”

Maintenance Alumni Association

Bob has brought simplicity to what has previously been a "complicated" process.

*Karen Howard
Enchantment Land CDC*

Great speech. It was one of the few that I actually remember.

*Karen Hemsing
Career Service Specialist
ITT Technical Institute*