



SHANNON ALTER

It's true today that leaders often face a never-ending cycle: when a trusted employee leaves, your clients may depart too. **The struggle to keep employees – and clients – engaged is real. When your team isn't engaged, or you lose your best employees, you lose precisely what helps your company win.**

Companies hire Shannon Alter when they want to gain a competitive edge by transforming how they impact three critical areas: employee engagement, employee retention and client retention. She delivers the tools and tactics to use in your every day operations that will not only help you engage the great employees you hire... but keep them, too!

When your employees are a part of something bigger than a paycheck, you'll see the payoff with improved employee engagement and retention and the ability to attract top talent. It all starts with a servant leader mentality.



BOOST YOUR INFLUENCE, LEAD SMARTER AND SELL MORE.

IF YOUR EMPLOYEES STAY, SO WILL YOUR CLIENTS AND CUSTOMERS.

FEATURED PROGRAMS

All sessions are available as a keynote or strategic worksession.

Everyone Wins: Earning Trust and Respect

Whether you're new and trying to get in with the team – or experienced and want to be even better, you can't just lead from a position of power. Having a servant leadership approach helps to build that trust and respect within your team. This interactive workshop is designed to help you **implement this leadership style in your everyday management.** Your audience will focus on strategies to use immediately to inspire and earn trust, both personally and professionally.

Persuasion: Getting What You Want and What You Need

This incredibly interactive session is designed to help you build the right kind of influence with your teams. Shannon will provide **strategies and techniques you can use now to maximize your ability to persuade in the workplace** – from sales to your internal team.

Say it With Success: Foolproof Ways to Improve Your Presentation Skills

Even if public speaking isn't your day job, fear can get the best of you. Almost 75% of Americans fear public speaking over just about anything. Business professionals, association executives and recent college graduates will **learn skills to become comfortable delivering any type of meeting, talk or presentation to clients, employees and colleagues.** Managers and new recruits will discover techniques to **target audiences, quell nerves, and get rave reviews every time.**

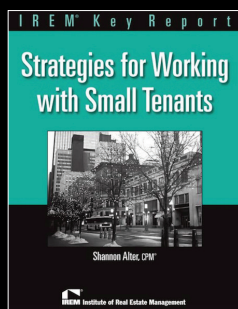
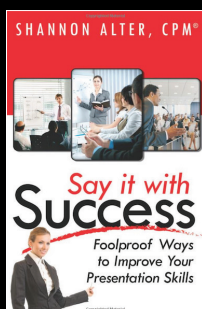
Book Shannon Alter To Help You Strengthen Employee-Employer Relationships To Engage & Retain Top Talent

Call 714.833.6797 or Email Shannon@LeadersExceed.com



Shannon has over 25 years of experience in hotel and commercial real estate management and is now taking the leadership strategies she developed and used to other businesses on a global scale. From increasing client and customer satisfaction to developing successful marketing solutions to creating and retaining exceptional teams, Shannon's programs have been used throughout the United States and internationally by organizations of all sizes.

**SHANNON'S BOOKS,
'SAY IT WITH SUCCESS'
AND 'STRATEGIES'**



Featured Programs Continuation...

Can't We All Get Along? Secrets to Managing Conflict

Conflict is inevitable in the workplace. It affects us every day: with our clients, our tenants, our vendors and our co-workers. Since conflicts in the workplace often center on both business and relationship issues, it's important to get started on the right foot. And, perhaps surprisingly, **not all conflicts have negative results.**

In this interactive workshop, we'll focus on strategies and tactics you can use not only **recognize and resolve workplace conflicts, but use them to your advantage.**

TESTIMONIALS

"Shannon is an expert's expert and her passion for our industry is second to none. **She has the knowledge, experience and expertise to provide solutions** and her collaborative, team-building approach is exceptional. Shannon's organizational skills, attention to detail and her ability to thoroughly complete any assignment are exceptional."

Christopher E. Lee, President & CEO
CEL & Associates, Inc.

"Shannon's expertise and experience is a valuable resource. She provides interesting, relevant and useful information that our clients can use immediately."

Brian Cescolini
Allied Universal

"Shannon was **well prepared and kept an energetic pace throughout the two-day session.** She provided numerous practical suggestions for improvement in a pleasant and positive manner. It was a great experience."

Stephen Burger, CPM®, President
Eugene Burger Management Corporation