



# *Your Quest for Excellence*

## **Purpose**

To advance leadership, management and supervisory knowledge and skills to maximize individual and team excellence, potential and capacity in order to contribute more significantly to the success of the Company.

## **Objective:**

Provide managers and supervisors, new and/or experienced, and those aspiring to be a supervisor, the tools, knowledge and skills to maximize employee productivity, effectiveness and communication for the greater good of your Company, its customers, all employees, and community members.

## **Structure**

The modules listed on pages 2 and 3 include subject matter on communication, leadership and teamwork. It is recommended to offer the modules in the order listed.

The proposed outline is comprised of a total of 12 hours of learning. The ideal schedule is one that occurs over several weeks (3 sessions/4 hours per session over 3 weeks, or 6 sessions/2 hours per session over 6 weeks), because this provides the opportunity to hold attendees accountable for trying some of the skills introduced, and builds on the previous session in order to change behavior. Of course, these sessions can be modified to include other subject matter you select and can be scheduled according to your needs and what best fits your scheduling availability.

## **Introduction**

Quest is defined as a “search for something - a journey.” As you pursue your quest to enhance your individual excellence, the following elements are vital skills on your journey of continuous improvement:

- ◆ Excellence in developing relationships through exceptional communication.
- ◆ Establishing goals that become reality for you and your team.
- ◆ Enhancing your ability to accomplish the most important aspects of your job each and every day.
- ◆ Tapping into your creativity to promote a more innovative culture and collaborative team.

This program will not only provide you tools to achieve greater success, but you will also leave feeling empowered, energized and enlightened to utilize practical tools to apply excellence in all you do, leading to greater satisfaction, purpose and success.

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## **Communication Excellence Learning Objectives: 4 hours**

This session will bring about meaningful improvements in communication skills, and is the best way to begin to build a better understanding of personal communication styles and their effects on others. By understanding one's own communication style as well as other styles and behavior, employees can improve their interpersonal skills and develop stronger relationships, resulting in enhanced collaboration and cooperation. **In this day and age, communication is one of the, if not the most important skill to ensure success.**

This program provides every participant the opportunity to identify their dominant style in order to gain an understanding of their communication style, strengths as a communicator and the areas that adversely impact their communication effectiveness. Additionally, they learn through a dynamic team exercise about the other communication styles and how to adapt their own styles to more effectively convey information. This is a very powerful learning experience that has lasting and far reaching results, impacting employees, managers, clients, community members, friends, family and the list goes on by providing the following objectives:

- ◆ Identify your dominant communication style, and a powerful communication technique to enhance the influence you have on everyone with whom you interact.
- ◆ Realize the various perspectives that get in the way of good communication
- ◆ Learn a powerful technique that helps individuals control and maintain productive and positive communications.
- ◆ Discover how to communicate clear expectations and hold employees accountable for their performance.



## **Leadership Excellence Learning Objectives: 4 hours**

Leading with what is commonly referred to as “people skills,” is necessary for leaders to execute a coherent business strategy. This session will build on the communication module and help leaders enhance their productivity, accountability, time management, influence, and ability to adapt to change by focusing on the following objectives:

- ◆ Identify the 3 primary responsibilities of leadership and the areas on which leadership has an impact.
- ◆ Understand the influence leadership has on employee and customer loyalty, productivity, internal quality and profit, and the importance of leading by example.
- ◆ Discover what followers want.
- ◆ Take the lead on change — leading in a positive and productive manner.
- ◆ Learn the power of high-value activities when it comes to time management, productivity and accomplishing the most important activities that will move you forward in the most productive manner.
- ◆ Realize the power of recognizing coworkers and employees in order to enhance job performance.
- ◆ Understand the power of and how to effectively coach employees' performance every day in order to maximize their contributions and job satisfaction.



## Teamwork Excellence Learning Objectives: 3 hours

Building on the first 2 sessions, this module will help attendees expand the synergy and diversity of their team by focusing on the power of the human spirit.

- ◆ Provide thought-provoking team activities that participants will have the opportunity to use some of the skills discussed in the previous modules (e.g. communication, innovation, initiative, time management, etc.)
- ◆ Conduct team activities that will help the participants bond, and recognize their own strengths and areas for opportunity.
- ◆ Group discussions and interactions to understand communication gaps
- ◆ Uncover the importance of using prototyping in the development process of any new idea, initiative, or procedure.
- ◆ Provide step-by-step instructions of some of the activities presented in this session so participants can conduct these activities with their own staff.



## Commitments Learning Objectives: 1 hour

Bringing it all together, this section will hold attendees accountable to use the tools and skills from the entire program to improve their productivity, capacity and professionalism, contributing to their ability as a leader to embrace their quest for excellence and continuous improvement.



**Testimonials** (I am happy to provide contact information for any of these individuals if you would like to confirm their sentiments).

*“I have never been so inspired and motivated by anyone or anything as I have the messages and lessons that you presented. I have been actively sharing my experience with my friends, family, and coworkers. The concepts you taught have all had a profound effect on me and you have inspired me to work harder at it than I ever have. Thank you for being an inspiration to me.”* **Chase Smith**

*“This leadership class was very inspirational and the material was truly based on my responsibilities, allowing me to apply the skills immediately, easily and effectively.”* **Jennifer Carmichael**

*“You inspire me to be a better leader!”* **Nancy Alling**

*THANK YOU Lee for the BEST class I have ever taken!!!!!! You have made a strong impact on me and my choices going further in my life! You are incredibly powerful and have done more for me than you could possibly know. You truly have a **gift** Lee! You have inspired me and helped me believe in myself.* **Vicki Winnie, class participant**

*“The class that Lee Ann facilitated was extremely beneficial. She made a difference in not only my day-to-day life, but also in the way I will supervise others in the future. Thank you for doing what you do so well and for making it so fun!”* **Janel Danforth, class participant**

 **Getting to know me - I look forward to getting to you!**



The dawn of each new day provides the opportunity to continue our adventure to accomplish all we aspire to. The journey through every day allows us the ability to make thoughtful choices, communicate more purposefully and enhance relationships, thereby contributing to our quest for excellence in all we do. With technology overwhelming our senses, the human spirit is more important than ever to enhance interpersonal skills, attitude, productivity, innovation, teamwork and more in order to achieve our goals!

I strive to move audiences to focus and implement practical skills to help them reach higher levels of success and happiness, personally and professionally. As evident by the responses I receive, participants connect emotionally through my words, and professional photographs that vividly reinforce the important points, skills and tools I impart. I am flattered with all the kind sentiments that many audience members share with me, a few of which are listed on page 3. My greatest satisfaction comes from knowing participants are trying the techniques that I share, and finding success with using them.

As a professional speaker, photographer, and award-winning author, I am grateful for the opportunity to help others maximize the power they have within. At the age of 7 I had my first serendipity, although I didn't realize it at the time; I was extremely shy and decided I wanted to overcome my fear of communicating. Since then I have challenged myself every day to overcome my fears and pursue my dreams. My persistence paid off! After enjoying a successful 28-year career as a marketing and training executive, I founded *Simply Put LLC*, specializing in presentations to help people communicate more effectively and live life rather than react to it. Clients hire with me when they want to improve their communication skills, creative spirit, teamwork, attitude, job satisfaction, and maximize their overall happiness and capacity, personally and professionally. Many clients have said, *"Lee is the best speaker we've ever had!"* I am told that I bring out the best in people by combining real-life stories, vivid imagery, and conversational techniques that connect with the them in a meaningful and productive manner.

On my quest to achieve my maximum capacity, I also work with my husband, Tom using our words and photographs to inspire people. We have documented life, human and wild, in two quintessential Maine homes, a lighthouse on the coast and a log cabin in the forest, resulting in the publication of two award-winning books titled, *Our Point of View-Fourteen Years at a Maine Lighthouse*, featuring Marshall Point Lighthouse in Port Clyde, and *By a Maine River - A Year of Looking Closely*, which explores the natural beauty found in the backyard of our log cabin in the woods.

I credit Tom for opening my eyes to the natural world; Mother Nature opened my heart. For 26 years I have been inspired by Tom's art as a professional wildlife and nature photographer, and now share the art of photography and love of the natural world with him. In addition to using my photography in presentations, I also have a series of note-cards and posters that are appropriate for workplace inspiration, all of which help inspire people to achieve success.

Thank you for considering my work to help support the education and development of your employees.

*Lee Ann Szelog*

 **Words of inspiration from Lee, simply put.....**

*"Great leaders lead from behind the pack, offering support, guidance and encouragement to explore various paths in order to determine the best one; versus leading from the front of the pack where everyone just follows the same path."*

*"Leaders attract followers."*

*"Effective leaders lead with a 30,000' view while maintaining a ground-level perspective."*

*"Leaders not only lead a team, but they are also part of the team."*

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