



# Sandy Geroux, M.S.

## The Leader's Challenge: Getting People To Do What You Need Them To Do

Leadership comes with challenges. Research has shown that when challenges occur, leadership breaks down and, therefore, so does an organization's culture, diminishing productivity and engagement.

### Most breakdowns come in the following four areas:

- **Trust** (inclusiveness, fairness, respect)
- **Communication** (cross-generational, complete, concise)
- **Execution** (process, procedures, tools)
- **Follow-through** (accountability, measurement, scorecards, rewards)

### Sandy works with mid- and upper-level managers and supervisors who are challenged by:

- Excessive turnover
- A lack of respect and gratitude from their people
- Effective communication with younger workers
- Getting them to show up and be present
- Employees not following standard procedures or using the tools provided for them
- A lack of proactive thinking, follow-through and accountability on the part of their employees

Sandy works with leaders of corporations, associations and government agencies to help bring engagement and enthusiasm back to the workplace by creating a culture that fosters inclusion, respect and productivity. She helps leaders discover ways to improve employee engagement and multiply their impact on loyalty, morale, productivity and profits.

## Sandy's most requested programs for leaders are:

### • Solving The Leader's Challenge: Getting People To Do What You Need Them To Do

In this program, Sandy shares stories, examples and insights that help leaders solve challenges by identifying and correcting what they may be inadvertently doing to inhibit employee engagement and contribution. She also shares The WOWplace® Rules, five categories of leadership behaviors that outline a successful formula for engaging your people and getting the work done.

### • Creating WOW Experiences for Customers

Exceptional customer service starts and ends with leadership. Employees will treat customers as well as they feel they are being treated by leaders, so it's up to leaders to lead by example and model the behavior they wish to see in others. In this program, Sandy shares mindsets that enable employees to offer exceptional service to both internal and external customers. She also shares case studies from her work with clients, as well as others who have overcome difficult challenges and achieved higher levels of customer retention and loyalty.

TO BOOK SANDY NOW

Every leader is different. There is a clear path that leads to success in engaging teams, getting them to contribute at their highest levels and take ownership for their part in the organization's success. Sandy helps leaders find their own unique path that helps them find ways to engage their teams and get them to contribute at their highest levels while still remaining true to themselves.

Maximizing your workforce for better productivity, accountability and profitability



## What Sandy's Clients Are Saying:

*"It's a real testimonial on your program when, months after the event, owners are still engaged in implementing the key points you stressed. Not only was your presentation entertaining, it is making a positive difference in our business."*

**– Jim George, President & CEO, The Snip-Its Corporation**

*"It was fantastic, I really enjoyed it!!! I am also getting great feedback from the other guys as well. I have to admit this is surprising! Most of the supers are pretty skeptical of this type of thing and were basically kicking and screaming trying to get out of it! 90% of them really liked it and said they will try and implement some of the things that Sandy spoke about into their daily lives."*

**– Andrew Rogers, Dir. of Field Operations, Progressive Roofing**

*"After Kissimmee Utility Authority's managers and supervisors heard Sandy Geroux's presentation on delivering outstanding customer service, they were so impressed that they asked that she return to deliver this message to each and every KUA employee. Sandy complied with our request and exceeded everyone's expectations. Sandy puts everything into it... and she has a lot."*

**– Jim Welsh / CEO, Kissimmee Utility Authority**

*"You are a true gem. I am so impressed with the work you have done with the executive team. Their presentations were soooo good. You have really helped to shape their message and confidence in so many ways."*

**— Rick Silva, CEO, Checkers Drive-In Restaurants, Inc.**



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