



## Colorado Springs Women's Express Network

# Welcomes...



### Disney's Approach to Business Excellence One Day Program Topics:

#### LEADERSHIP EXCELLENCE

Discover how effective leadership has driven Disney's employee/customer satisfaction and bottom-line results, from the company's inception to today.

#### PEOPLE MANAGEMENT

Understand the importance of integrating your corporate culture into selection, training, and care of your employees.

#### QUALITY SERVICE

Explore world-renowned Disney principles for service excellence.

#### BRAND LOYALTY

Learn key practices and principles in building and sustaining loyalty that have made Disney a trusted and revered brand around the world for more than 75 years.

© Disney

It doesn't take any training to recognize that the world's economy has taken a significant downturn. It does take effective and proven professional development training to guide impacted organizations back to the summit.

The Colorado Springs Women's Express Network is proud to partner with the University of Colorado at Colorado Springs to bring Disney's Approach to Business Excellence program, presented by the world renowned *Disney Institute*, to Colorado Springs on March 23, 2010.

A one-day local workshop, Disney's Approach to Business Excellence program is a rare and affordable opportunity to learn best business practices from Disney insiders, and discover ways to easily and immediately adapt and apply those best practices to pick up the pace in these slow economic times.

Organizations from across the nation and around the world have learned proven philosophies, adapted critical lessons, and implemented effective processes to reap the rewards of improvements in leadership, management, service, and brand loyalty.

We invite your team to join thousands of professionals and discover the Disney business secrets to...

- Strengthening loyalty and retaining valuable customers
- Expanding their brand and generating greater profits
- Building team involvement and ownership
- Creating a service culture and motivating employees
- Maintaining a competitive edge in a sluggish economy

Disney's Approach to Business Excellence Program is...

- **Relevant:** Impacts critical drivers of success in a slow economy
- **Affordable:** Priced to serve more people under limited budgets
- **Actionable:** Easy to implement upon return to the office
- **Inspirational:** Generates team excitement and momentum
- **Short:** Takes only one day away from the office
- **Local:** No travel expenses

Professional development doesn't cost—it pays. It pays by creating a framework of focused energy in a vacuum of uncertainty. It pays by helping an organization gain share in a slow economy. It pays because it has been proven to strengthen employee morale and retention, which will be critical to emerge from tough times.



Event organized by Solution Infusion  
No prerequisite training required.

#### WHEN:

March 23, 2010  
8:00 a.m. to 4:30 p.m.

#### LOCATION:

University Center  
1420 Austin Bluff's Parkway  
Colorado Springs, CO 80918

#### REGISTRATION AND INFORMATION:

Phone: 877.544.2384

Fax: 913.712.9247

Online: [www.KeysColoradoSprings.com](http://www.KeysColoradoSprings.com)

Email: [registrations@KeysUS.com](mailto:registrations@KeysUS.com)

**Important:** Please use Colorado Springs Women's Express Network promotional code CSWMFH to receive \$50 OFF PER GUEST when registering. Additional group discounts are available.

To receive a \$50 discount, use promotional code CSWMFH.