

## Introduction for Mick Hager

If YOU are interested in. . .

- Improving the performance of your employees;
- Using world-class leadership and business practices;
- Creating an award-winning service culture;
- Having more engaged and impassioned employees who love coming to work;

. . . then I think you'll be interested in hearing from our next speaker!

He is an architect at creating and sustaining award winning customer forever company cultures. He is an expert at developing effective leaders from "Mom and Pop" organizations to Fortune 100 companies.

He is a full-time business adviser, author, business columnist and professional trainer. He brings you more than 20 years of experience and expertise in leadership, performance management, and customer service in manufacturing, retail and government. He has served over 200 organizations including regional and national award winning service organizations.

He is the inspiration, creator and co-author of *Monkey Business, 7 Laws of the Jungle for Becoming the Best of the Bunch!* His book is a wonderfully touching and powerful business parable about engaging employee passion and creating a highly energized performance-based workplace culture.

You'll touched by his keen sense of humor, incredible passion and ability to get to the heart of an issue. His hard hitting, right-on commentary and proven tools will delight, refresh and inspire you!

Would you please welcome **Mr. Mick Hager!**