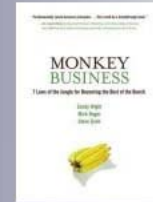


**Mick Hager  
& Company**

Expert in Performance Management  
and Creating Award Winning  
Customer Service Cultures

Author, Business Advisor, Columnist,  
Inspiring Speaker



**Amazon.com  
Top 20  
New Release  
Best Seller!**

**Over 4000 sold in  
the first 100 days!**

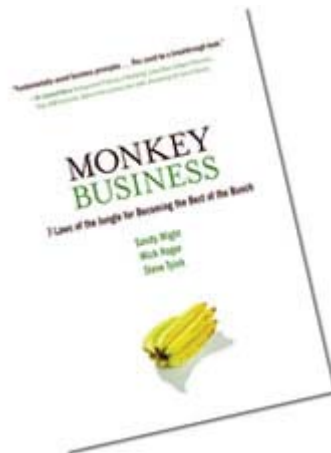
Are you looking for a dynamic, inspiring and engaging service and performance management/leadership expert for your next conference or event?

Leadership/Performance Management/Service Guru and business author **Mick Hager, MBA, MS** is a leading expert in changing cultures through excellent leadership practices. He is a business consultant, business columnist and author of *Monkey Business*, *7 Laws of the Jungle for Becoming Best of the Bunch* as well as a member of the National Speakers Association and International Federation For Professional Speakers.

With more than 20 years experience, Mick consistently receives rave reviews for the depth and power of his message, his keen sense of humor and his down-to-earth style.

The future belongs to those who create an experience for their customer or guest not just a transaction!

Gibbs Smith Publisher  
Hardcover April 2007



"You were outstanding and I'm not just saying that. I've attached the evaluation the group gave, that I present to the board. I've never seen such a high evaluation of the speaker!"

-Toni Loch  
Management Women Inc.

Depending on time and *your objectives*, Mick's presentations will include some of the following:

→ **Laws of the Jungle for Becoming Best of the Bunch**

Based on Mick's book, create an awesome, award-winning customer service culture. Culture beats strategy every time...quit wasting precious time on strategy and start building a culture that lasts! Your audience will walk away with powerful tools for creating an award winning customer service culture.

- An incredible guest experience and connecting with the guest—Priceless!
- No more talking about service, make it the #1 obsession.
- Engage employees and together create a "guest forever" culture
- Discover what it takes to make more money, have more fun and create a "guest-forever," highly profitable culture—from someone who's done it from the ground up in nationally recognized award-winning organizations.

→ **Total Attachment: Creating a "Guest Forever" Service Culture.**

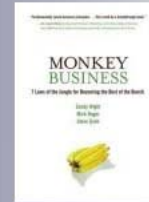
- The power of attachment—going beyond transactions to create loyal, long-term guests.
- Create a "guest-forever" culture where customers love the service so much they become completely attached—not just loyal—coming back again and again!
- Identify the truly ridiculous processes that destroy good service.
- Create new systems and processes that free people to create lasting, intimate, powerful and emotional guest relationships.

mickhager.com



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→ **A Leadership Primer: Strategies of Excellent Leaders**

Mick's most powerful presentation, having received more requests than any other topic. There is a huge leadership vacuum today that is affecting every aspect of how organization's function.

In this powerful presentation the gloves come off as Mick delivers an intense and engaging commentary on how to put lead back into leadership...no more wimpy management with this guy!

→ **A Leadership Primer: Becoming an Excellent Leader**

Draw on Mick's 20 years of experience coaching and developing excellent new leaders. It takes pure guts these days to become an effective and productive leader.

- Leadership styles of effective leaders and how to use each one at just the right time.
- The critical skills leaders absolutely MUST develop to be successful.
- "Must have" performance management tools.
- Why "good old fashioned" leadership really is the answer to many of today's organizational problems.

→ **Powerful, Passionate Leadership: Performance Management Tools for Creating Truly Great Leaders**

- Harnessing the power of the performance management to develop and grow truly productive, full-potential employees.
- A performance management refresher to re-energize today's leaders.
- Performance management means no more "slackers!"

"Your presentation made it clear that we can't afford not to have great service for our members"

-Carol Gibson  
Director of Marketing  
YWCA

→ **Total Engagement: Creating a World-Class Workplace.**

Powerful, proven practices for creating a performance-based culture that puts results at the top-of-the-list. The focus in today's organizations has to be on customer *and* employee satisfaction.

- Maintaining accountability for providing excellent guest service is at the heart of creating a "guest-forever," total customer attachment culture.
- Create a results-driven organization through accountability and performance measures.
- Customer service matrices to evaluate and develop employees.
- Employee satisfaction matrices to evaluate leaders and maintain accountability.

→ **Totally Engaged People: Partnering with Employees.**

- When people understand the business they develop a new and powerful business perspective.
- Engage employees to create true partnerships.
- Harness the incredible creative power of "business partners."
- A workforce of "I own it" employees constantly searching for ways to solve problems, improve profitability and create a better guest experience.

"We've never had such a dynamic and engaging speaker for our educational meetings as Mick Hager! Everyone had a great time while learning a great deal."

-Sheri Hartzheim, 2007-2008 President WinnebagoLand Chapter,  
Institute for Management Accountants (IMA)

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