



# LEADING WITH WONDERFUL

MASTER THE CRAFTSMANSHIP OF SERVICE EXCELLENCE



The excitement of his magic touch never stopped from the second we walked into the room!



**Rebecca Hanner**

Managing Director | Cushman & Wakefield US

[petermerrett.com](http://petermerrett.com)

## A PETER MERRETT FUNSHOP

### LEADING WITH WONDERFUL

This Funshop provides a revitalising tonic by uncovering what positive leadership means and looks like. You can expect extra servings of simple, high-impact and thought-provoking best practice leadership ideas and examples, with all the trimmings. Equip your leaders with Wonderful touches of craftsmanship to elevate a culture of team-spirited service excellence. Confidently enhance your approach to customer experience by ensuring your employees feel special, involved and appreciated.

#### RELISH THREE WONDERFUL GEMS

In this fun and interactive learning experience, attendees will love:

- ★ The impact of delivering business with heart through positive leadership.
- ★ The theory of 'Butterflies in a Jar' and the results of **Leading with Wonderful**.
- ★ Techniques to joyfully transform customer experience through the habit of gratitude.

#### OTHER GOODIES FOR YOUR INSPIRATION

Attendees will leave this Funshop refreshed and with renewed ways of **Leading with Wonderful**, having learnt the secrets to:

- ★ Creating leadership magic as achieved by luxury hotels.
- ★ The impact of prioritising people over process.
- ★ Hosting amazing meetings and appraisals.
- ★ Creating the best first day for a new employee and maintain the momentum.
- ★ Elevating a wonderful team spirit 'backstage and onstage'.

#### HOW THE FUNSHOP IS RUN

**Leading With Wonderful** is an ideal stand-alone 90-minute Funshop experience or can be an extended, customized half-day program.