

# Mark's Speaking Programs

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## World Class Trust

Trust from the Executive Suite to the Front Line

Businesses suffer from high employee turnover, dissatisfied customers, mediocrity in employee performance and countless hours of wasted time in executive and management meetings. Attempts to solve these problems frequently create unusable strategic planning documents that collect dust on the shelf without catalyzing change. World Class Trust creates the business culture to infuse strategic thinking and execution throughout the enterprise.

With World Class Trust you will:

- Be energized to lead your organization to a strategic Win-Win Vision
- Utilize limitless potential within your employees to solve unanticipated problems and create innovative opportunities and solutions
- Understand the invaluable contribution of measurements to team output
- Generate a significant Return on Investment (ROI)

## Strategic Planning

Pre-retreat preparation is a 2-step process. First, all participants read a book on corporate vision. Second, participants complete a survey of SWOT questions, verify the company's vision, and define an initial list of long-term objectives. Next, the retreat consists of collaborative discussions to clarify the SWOT and hone corporate vision. Long-term objectives are precisely defined with target dates. Initial department goals built around business drivers are also defined. The final portion defines sharing of the plan with all employees and establishment of follow-up retreat dates.

## PQS Best Practices

The value of watching yourself perform has been a long-time sports coaching tool. For the first 15 years, game films were scrutinized by players and coaches. More recently, practices were taped so that coaches could instruct individual players on specific techniques.

Mark Bonkiewicz takes this proven coaching practice of video footage to the business world in a dynamic way.

**Stage #1** is a workshop that utilizes a national championship football, highlights of the winningest division I college football team, and a DVD of the team's former head coach, Dr. Tom Osborne. Dr. Osborne is a subject matter expert on vision, leadership, execution, and team unity.

**Stage #2** is the capturing of actual work footage at the shop, jobsite, or the manufacturing floor. The footage will contain best practices, average work behaviors, and areas needing improvement.

**Stage #3** has the participants fully engaged in judging their performance with objective standards that are customized to their firm and industry in the areas of productivity, quality, and safety.