

AMBASSADORS AND ASSASSINS

What does the Best Western, AT&T, FDIC, Transamerica and Rotary International have in common? If you said that they are five of today's most successful companies, you'd be right. But they are also examples of organizations where everyone chooses to bring energy, passion and a positive attitude with them each day and where people are truly connected to their work, to their colleagues and to their customers.



What is the Ambassador philosophy? It is about creating a workplace that is more interesting, playful, energetic and customer oriented. It consists of 5 key ingredients:

1. **Engage in Teambuilding** - This is the most difficult one to do. It's about finding ways to have fun at work so you become more energetic and you boost workplace morale
2. **Encourage the Heart** - If you make someone's day, it will have a big ripple effect on many people
3. **Focus on Success** - Be fully present. How many times do we talk on the phone and answer an email, or daydream while someone is talking?
4. **Construct Integrity** - "There is always a choice about the way you do your work, even if there is not a choice about the work itself"
5. **Eliminate the Assassins** – Learn what and who the Assassin is and then systematically rid your organization of the biggest morale killer on the planet

This session comes with the companion books “All for One” and “The Comeback Victory.”

“We brought Wade in to give us a boost. He was awesome! He has been requested back every year since.”
Wayne McDonnell – Duke Energy

