



# Michael Lewis Training, Motivation and Development

## Our Library Professional Development and Education Package

[www.michaellowistraining.ca](http://www.michaellowistraining.ca)

E-mail: [info@michaellowistraining.com](mailto:info@michaellowistraining.com)



Since early 1994, I have spoken in hundreds of communities of all sizes in Ontario, and I have had the sincerest pleasure, privilege, and honour to have spoken to and / or provided training / educational services to a diverse grouping of clients.

My clients include numerous associations (national, provincial and local), association chapters, businesses (corporate, family owned), non-profit organizations and groups, charitable associations, childcare educators, daycares, organizations and associations dedicated to special needs and disabilities, counselling organizations, entrepreneurs and small business centres / programs, health services, human resources associations, **public libraries**, public sector clients, local chambers of commerce and boards of trade, school boards (public and separate), senior centres, long-term care and retirement homes, professional trades, landscaping professionals, volunteer coordinators ...and to volunteers at numerous volunteer recognition events.

**A comprehensive and updated client listing is available @**

[www.michaellowistraining.com](http://www.michaellowistraining.com)

After all these years of delivering thousands of presentations, seminars, and workshops, these are my most popularly requested.

## **Presentations, Webinars and Seminars (45 min)**

### **READ ME: How to Identify and Adjust Service Delivery to Customer Personality!**

Do you know how to adjust your service approach to demanding patrons? How do you manage patrons that have a social need to just chat and be friendly when you have work to do? How do you work with patrons that require a lot of your time and ask lots of questions and seek lots of materials? Customer service excellence means adapting and adjusting and tailoring service to each person, but it requires you to identify needs and the right approach.

### **Laughing at Stress: Keeping It Light While Still Being a True Professional!**

With a good sense of humour and bright positive outlook, there is little that will get you down and you'll soon discover how very much is appreciated by others. Working in a highly public setting requires constant professionalism by even professionals to learn how to cope with day-to-day stressors. Get a WHOLE new perspective on the power of laughter and humour and its role at work and in your life!

### **The Real Customer Service Heroes!**

We are defined by the service that we provide. Simply put, serving the public is a challenge but we respond by bringing our "A" game every day and that requires greater engagement and attention to service. Great service is but one way we can ensure repeat visits and patron retention but ultimately it makes the best argument for a sustainable library. This seminar is all about great service and how when delivered we are seen as great ambassadors and customer service "heroes."

### **Inspired Leadership: Motivating Your Team to Bring Their Best to Work!**

Leaders that inspire us to be our best are leaders that earn profound respect and trust. As a leader, what a wonderful opportunity it is for you to be such a positive and supportive influence on others. This motivational seminar will fire you up with a new enthusiasm to look and find the best each team member. Discover how to motivate your team with the power of genuine and targeted praise. Empower them to utilize their personal strengths. Coach and mentor them on areas in which they can build new skills and abilities. Partner them up with other team members that can provide positive support. Learn how delegation empowers your staff and frees you to really focus on more important leadership activities. Become an agent for improving morale and service within your team.

### **Respectful Communication: Strengthening Workplace Relationships!**

Discover the importance of respect as it applies to workplace communication. Learn how to ensure communication that is respectful to feelings of others. We'll discuss how to communicate with parents/ children with an emphasis on listening and interpreting and developing and improving team-based communication.

### **Leading Effective Meetings**

Discover how to organize and conduct efficient and productive meetings in this comprehensive workshop. Learn how to map out and build an agenda. Ensure effective, balanced group communication and comprehension. Be an effective meeting Chair and facilitate with confidence and great preparation. Design action minutes and improve your meetings with constructive feedback. In short, make your meetings work and make every meeting a mutually collaborative process that motivates and inspires action with effective communication.

### **Workplace Personalities and How to Work with Them!**

We live in a unique world, and we bring our unique perspectives, lifetime experiences, emotional developments, and societal / familiar backgrounds to our work. This session will help you examine the core different human personalities so that you have a better handle on how to work and communicate with those with whom you work and to whom you report.

### **The Art of Delegation: How to Delegate Responsibility with Respect**

Delegation is a critical leadership skill and one that cannot be ignored. To delegate responsibility with respect builds great people and great teams. In this workshop, we will define what delegation really means and how it frees managers to manage and empowers staff with valuable workplace skills. We'll examine the appropriate attitude and approach to delegating and how to ensure we clearly define the tasks required.

## **Twelve Common Monkeys of Life and Work and How to Get Them off Your Back!**

In this motivational presentation, we will explore how to tame twelve common "monkeys" or typical life and work challenges that all have some influence on us from time to time. We'll explore the monkeys of self-doubt, procrastination, personal productivity, getting and staying organized, attitude, interpersonal communication, stress, difficult people / circumstances, worry, the future and change...plus much more. This will be a great session if you know your "monkey" or "monkeys" in life and would like to get them off your back once and for all.

## **T.E.A.M. Together Everyone Achieves More!**

Coming together is a beginning, staying together is progress, working together is a success!  
Collaboration and the spirit of working together is the driving force behind successful people inside successful organizations. This motivational and insightful workshop explores the art and science of collaborative effort, its benefits and how to perpetuate future success.

## **The Communication "Toolbox": Strategies for Communicating Effectively, Assertively and Clearly!**

There can be no doubt how counterproductive miscommunication and misunderstandings can cost us both personally and professionally. Discover common sense solutions to ensuring you minimize typical communication problems and build the basis of better interpersonal communication. This comprehensive look at interpersonal communication will inspire you to assess your effectiveness as a communicator and have you applying the valuable tips and techniques right away!

## **No More "There You Go": Bringing Back the Renewed Attitude of Gratitude and the Culture of Courtesy!**

Whatever happened to folks just extending genuine courtesy to each other? What happened to being pleasant and agreeable in public settings and employing simple gratitude such as a timely and genuine "thank-you"? Our ability to demonstrate gratitude to be polite and thoughtful is a simple and immediate reflection of our character and who we are. This inspiring presentation will have you immediately examining the world around you and noticing the lack of genuine appreciation and courtesy ...and then doing something about it by turning the tide ...personally.

## **Privilege of Leadership: How to Inspire the Best in Others!**

Great leadership makes all the difference in ensuring that your team brings their best to work every day. Simply put, you need your team to work well together and towards the goals that you as leader place in front of them. Learn how to be the leader that you need to be so that you can ensure a positive workplace.

This workshop covers a wide range of essential leadership tools that every leader needs to use to succeed. We'll explore tools for building morale, resolving conflicts, improving productivity, raising business standards, coaching the ABC model, mentoring, leading staff, and personal meetings, and addressing and correcting behavioral challenges.

## **Achieving Balance: Achieving a Work / Life Balance!**

Balancing a busy personal, professional, and family life is never easy, but certainly a worthwhile endeavor. Life brings us all daily challenges, but it is HOW WE CHOOSE to address each of these challenges that defines us and who we are. Whatever we do, we wish to ensure a healthy life, healthy relationships, and an empowered sense of being. Join us for this uplifting, positive, solutions-oriented presentation where we'll explore some common-sense strategies that you can use today to achieve a better life balance...a healthy balance between work and having a life.

## **The Art of Constructive Advice (Not Criticism)!**

Every leader is tasked with the responsibility to provide advice often to address a behaviour, but criticism tends to put people in a defensive role. This seminar explores a better solution. Why not bring forward advice, constructively developed and delivered in the intent it was meant to be – to guide someone to think of their actions and to consider a better solution. We give our friends advice so maybe it is time we do a re-think on how we talk to those we lead.

## **Coping Effectively and Positively with Workplace Stressors!**

Coping with stress at work often comes down to the personal choices we make before, during and after stressful times. This seminar demonstrates that we can learn individually and as a team how to realize that stress will be part of our everyday workplace world...but we can learn to work collaboratively to minimize it.

# **Leadership and Staff Training/ Education...**

**We provide training solutions to the emerging and often ongoing challenges and issues for...**

*Inspired leadership – covering progressive and transformative leadership skills*

*Stepping into leadership with confidence – training skills for those new to leadership roles*

*Today's workplace landscape*

*- leadership skills needed to lead and succeed in a truly intergenerational reality*

*“Winning hearts and minds” – how to improve and deepen employee engagement and job reach*

*Visions and values – strategic reviews (SWOTs) and idea generation / collaborative problem solving*

*Increasing personal productivity – better time / task management skills that make a difference*

*Addressing the “C’s” – addressing inferior performance and chronic poor attitudes*

*Capacity building – deepening your capacity with cross training and skill building*

*Transitioning successfully and with purpose through change and change management*

*Respect in the workplace*

*– understanding workplace harassment and improving interpersonal communications and behaviours*

*Job accountability and ownership – taking personal responsibility for a career and being accountable*

*Mentoring and coaching skills*

*– developing better mentoring and coaching opportunities across the organization*

*Getting along*

*– striving for workplace harmony and understanding personality dynamics and how to work with them*

*Communication skills – using “softer” language and achieving results with constructive advice*

*Motivation and positive attitude – a leader's REAL guide to getting a productive and positive effort*

*Delegation skills – getting results through others by “freeing” the manager*

*Wellness strategies / caregiver and compassion fatigue / employee burnout solutions*

*Board retreats – facilitation of Board retreats / strategic planning and teambuilding*

## **Half-Day Workshops (2.5 -3.0 Hours) – includes group / partner activities and a scheduled break**

### **Greater Employee Engagement: Pathways to Ensuring Positive Attitudes and Sustainable Morale!**

It is old adage that we all manage to bring our hands and feet to work every day but seemingly few of us are bringing our hearts and minds. Disengaged employees are highly visible, and their attitudes and outlooks have far greater impact and influence than we can imagine. This workshop explores in great depth the issue of employee engagement and in particular our role as leaders to positively influence those we lead on a consistent and sustainable basis, a general positive and productive attitude, workshop atmosphere and environment and a morale that is conducive for the common good of all.

### **Respectful Communication: We're All in This Together!**

Respect is fundamental for productive relationships and a positive, supportive workplace environment. This workshop defines respect and its critical role and mutual responsibility for us all to ensure in our everyday interactions with co-workers, higher ups, and clients. In the end, we are all in this together when it comes to nurturing respect and creating the workplace, we all want!

### **Achieving Balance: A Guide to Achieving a Balanced Life!**

Balancing a busy personal, professional, and family life is never easy, but certainly a worthwhile endeavor. Life brings us all daily challenges, but it is HOW WE CHOOSE to address each of these challenges that defines us and who we are. Perhaps as we grow wiser and develop patience, we see that we have the strength to endure. Maybe it is all about having faith and believing that we can make a difference, now and over time. There are also those who allow their humour and positive attitude to become part of their ability to cope. Whatever we do, we wish to ensure healthy life, healthy relationships, and an empowered sense of being.

### **Choices for Success: Communicating, Collaborating and Contributing!**

Throughout all our lives we all make choices. Great choices yield great rewards, and they ultimately bring us closer to people, build productive relationships and allow us to find the success we seek and deserve. In this motivational and rewarding workshop, you will discover the power of your choices as you develop skills in communication, learn to work together, seek out answers to questions, provide insights and solutions and learn the value of contribution.

### **Connecting to Communicate: Building Teamwork with Communication!**

This interactive workshop aims to meld communication and teamwork into one great learning event for staff. Through various group exercises and intermingled with lots of humour and insights, we learn that teams thrive on communication, familiarity and mutual understanding and gratitude. This workshop would be perfect for larger teams or teams that work apart from other teams.

### **If it's to Be, It's Up to Me!**

This motivational presentation combines two popular 90-minute sessions (Another Bad Hair Day) and (...And Other Duties as Assigned!) into a half-day session that brings an audience a message that we can change our thinking to be more productive and that life / work will throw us challenges ...but we can adapt and thrive.

### **Building the Winning Team: A Guide to Hiring, Training and Keeping Great Employees!**

Great employees can make all the difference when it comes to providing quality work and exceptional service. This motivational workshop provides numerous useful tips and great common-sense advice on how to interview, hire, train, lead, motivate, reward, and retain employees so that they contribute to your business success. Discover how to get that competitive advantage, grow your business, and reduce your employee "headaches". Learn how to place your effort into ensuring your employees are working competently and collaboratively as a team for your customer's satisfaction.

### **How to Motivate Yourself to Stay Positive, Focused and Energized!**

This is a workshop that suggests we have to develop our own personal life and work strategies to remain motivated, positive, and focused usually through difficult or challenging times. Throughout life, we will encounter those who seem empowered to stay motivated and focused as they move through various challenges personally and professionally. What they know and what we need to discover is that their strategies for being positive, focused, and energized...is a simple formula based on choice and disciplined thought. In this workshop, you discover the power of creating empowering beliefs through self-coaching, how to grow a success mentality, use creative visualization and ...plus much more.

## **Pulling Together: The Power of Partnership and Collaboration!**

Individually we can accomplish only so much. Together there is so much more we can do. This motivational presentation talks to the need for partnership and working and pulling together as a team. We'll discuss the twelve great ingredients that are necessary on every level for teams, groups and even communities to build a foundation for success as a unified force for good.

## **The Stress Busting Summit: Stress Proofing Your Life with Humour"**

This fun workshop reminds us of all that there are many exotic flavors in life and that when we develop and keep our sense of humor, we are in a sense bringing out the best in ourselves. Humor and laughter are the best medicine as it reduces the effects of stress on us. We soon discover that when we keep our daily stressors in check with a liberal dose of humor, we discover the benefits of using humor to keep life in perspective. Life may have its serious moments, but we can always evoke a light heart and joyful outlook as our own way of maintaining mental wellness.

## **"Ten Thousand Used Washing Machines!" (3.0 Hours) – A 90 min version is also available.**

This creativity workshop is unlike any small business workshop that we offer. This workshop is designed specifically to engage participants in an imaginative team environment in which they can work closely as a group that faces a very unique challenge. In a limited time and under clear instruction, participants are placed in "companies" of 5 or 6 people. Their mission is to find unusual ways to market ten thousand used washing machines. As a company, they have just inherited these used washing machines and have to quickly develop as a team a vision on how they can market and sell them to the public.

As a working team, they will need to discuss and brainstorm new and creative uses for their unique product line (painted and retro decorative planters, filled with ice and canned beverages for parties, whimsical uses such as storage containers for children's toys, some form of new game based on basketball hoops with a new twist...etc.).

## **Together...We're Better!**

This highly engaging and interactive three-hour team building program is designed to bring people together, build a greater sense of connection, create conversations around critical areas of mutual interest, build communication skills and provide a fun place and time for collaborative problem solving and integrated team competition. Either with partners, in round table and group exercises, this immensely fun and enjoyable workshop connects people to purpose without preaching and involves everyone in seeing the power of coming together, to communicate together and to collaborate.

## **Aspirational Leadership: How Leaders Can Develop and Shape Attitudes and Aspirations!**

The premise of the workshop – leaders have a key role in encouraging staff by taking on clear career goals and aspiring to be more than they are. Building on the concept of "people developing," this workshop explores how being an encouraging resource to staff can lead to better things at work – attitudes, performance, pride in work and professionalism.

## **"Miss-Demeanors": Understanding, Addressing and Correcting Poor Workplace Attitudes! NEW**

Are poor attitudes and the corresponding poor behaviours they inevitably bring making things difficult in your workplace? What lies behind poor attitudes? What are the root causes and importantly why do leaders struggle with this issue? The fact is that a poor attitude and its negativity breeds more negativities including resentment, hostility, and frustration. This workshop looks at the causes but more of an emphasis on the solutions and how to implement them. Simply put, the cost of addressing and resolving poor workplace attitudes is a fraction of the short and long-term costs of "permitting and condoning it through ineffective or non-existent action." Discover the true meaning behind "what we permit we promote" and why poor attitudes need to stop.



## **In the Business of Serving the Public (NEW)**

Fortunately, the vast majority of the public (patrons and visitors) are decent people who seek out the library as an important community resource. However, there will be daily incidents and issues that will require us to be at our best and to act professionally. This workshop for staff and managers examines a wide range of common-sense solutions and insights that ensure we consistently seek positive resolutions to challenging behaviours.

**WOW!** - the “wow factor” and why we want to ensure positive and memorable services experiences and visits

**The “Pearl of Wisdom”** – three common sense customer service tips to take to heart and implement daily.

**“What would you have done?”** – A problem solving group session in which the lesson is to realize the power of reaching out to others for advice.

**Selected Case Studies** – no workshop is complete without a conversation around typical case studies.  
(I welcome suggestions for case study material that might relate to past incidents at your library)

**Three Personality Types / Dynamics and How to Serve Them** – Discover three common personality types that exist in people and more importantly how to adapt to them in your service approach.

**Turning Challenging Situations into Successful Resolutions!** –real service excellence begins when you have to deal with the few that can be challenging.

**Five Steps To Resolving Issues** – five simple steps to defuse and resolve issues as they emerge.

**“One On One” Role Play** – workshop ends with everyone practicing their new skills using new knowledge in a powerful one-on-one role play opportunity.

This is an engaging workshop that all attending are asked in advance to consider service challenges that they have faced in the past or facing on an ongoing basis. The result is innovative solutions and insights can be applied to future challenges and that as a team, staff and managers learn that they can work together to ensure the kind of library experience that every member of the community can enjoy great service and a sense of belonging.



## **Full Day Workshops (6.0 Hours) – includes group / partner activities and scheduled breaks**

### **Guide to Assertive and Effective Communication**

A dynamic full-day workshop dedicated to understanding how to be assertive in your communication style without sounding or appearing aggressive or insensitive. To be an effective communicator you need to balance a lot of common-sense people skills and present the right mix of listening, thinking and articulating skills.

### **The Privilege of Leadership: How to Inspire the Best in Others**

This is a full-day workshop that explores leadership in a common-sense way and that comprehensively addresses solutions to the familiar challenges associated with guiding, coaching, and directing fellow associates and staff. Building on the lessons of the previous leadership workshop and reinforcing its strongest components, this workshop focuses on the development of character, ethical leadership, personal responsibility, and accountability. We will place a learning emphasis on gaining mutual respect, ensuring clarity in terms of communication, positive reinforcement, and tactful correction to ensure a positive and productive workplace environment.

### **Motivation Made Easy: How to Motivate Yourself to Stay Positive, Focused and Productive!**

Discover how energized, focused, and productive people ARE energized, focused and productive. Learn how to “win” before you play. Learn how to consistently coach yourself to succeed through any challenge. Master the inner critic and supercharge your potential through gradual but sustaining personal development. This workshop is a purely motivational experience designed to instill an “I Can” attitude that in time and practice creates an “I Am” lifestyle.

### **Stress Busting Summit**

As our lives get busier and often more complex with work, life and family pressures and stresses, the importance of responding to various stressors become increasingly more important. Join for a "stress busting day" and learn everything you need to know about stress, so you can develop a personal plan to ensure that you cope with it in a positive, proactive, and productive manner. It is an unrealistic expectation that you will have a "stress free" life and in fact, we need a healthy amount of stress in our lives to be able to function. Audience (staff and managers of non-profit organizations)

### **The Abundant Life "Buffet"!**

Because of the new diversity of the staff within today’s contemporary workplace we created a new full-day workshop. Our approach for this workshop is to present a wide range of skills with something to satisfy everyone. Our common threads will be on improving communication between people and inside team environments, working together and collaboration, developing a positive attitude and a philosophy of gratitude as an outlook in life, tolerance, and sensitivity to people of different approaches to work. The day concludes with a session on how we can all work together to ignite more joy and purpose in our careers and support the people we support with greater purpose. Audience (staff and management of non-profit organizations)

### **The Leadership Toolbox**

The Leadership Toolbox is the ultimate workshop for both those new to leadership roles and those well experienced in leading others. We ‘ll learn how to see staff productivity / attitude under the traditional ABC performance management model. Discover the difference between managing and leading staff and resolving / committing to being a great leader. Discover how to address conflict constructively. Learn about leadership styles and what works best for you. Create a culture of interdependent teams and motivate your team with constructive feedback.

### **If it’s to Be, It’s Up to Me! (Staff retreat workshop)**

This full-day workshop focuses on two primary elements of recognizing the power of empowerment. In the first section, we look at what real “wealth” is and that each of us IS very wealthy if we recognize and celebrate what we have. The second part of the workshop looks at the need for each of us to learn how to care for each other. This workshop is also punctuated with two motivational presentations “Another Bad Hair Day” and “...And Other Duties as Assigned.” The workshop concludes on a theme of gratitude as we take a moment to express our appreciation for those who have helped up through life.



## **A Selection of Presentations for Volunteers at Volunteer Recognition / Appreciation Events**

The following are our suggested presentations suitably rewarding for your volunteers...

### **Yes, I Can and The Power of US!**

The actions of a single volunteer are a wonderful benefit to a library and can play an instrumental role in so many ways but the collective contribution of all your volunteers is nothing short of magical. This inspirational presentation celebrates volunteerism from the personal and collective perspective.

### **The Eight Magic Choices of a Fulfilling Life!**

Your volunteers make the magic choice to volunteer for your organization, reward them with a presentation that outlines the wonder of the powerful choices we make in life. This uplifting presentation is group favourite, any particularly of seniors as they all relate to simplicity and common sense of the “choices.” Laced with humour, this presentation is sure to please and it’s a wonderful way to show your volunteers you care and that you appreciate them.

### **Believe and Succeed: How Faith Shapes Our Destiny!**

Before the realization of an accomplishment, lies our ability to take action based on faith. This powerful presentation is more than about having a positive outlook and spirit in life but having a faith that drives us to all do well in life.

### **The Power of Positive People!**

What the world needs more and more than every day are people driven by that unstoppable positive outlook. Perfect for volunteers of all ages as it rewards and recognizes the power of positive effort and that of people who choose to contribute.

### **Making a Difference: Celebrating & Recognizing the Value of Volunteerism & Contribution!**

This is a presentation that simply celebrates the absolute best of our community and that of humanity and those who contribute with their hearts and hands. Beginning with a discussion on our heroes in life to how being a volunteer makes you a hero in the life of others.

### **Laughing at Stress: Humour in Times of Change!**

The only constant...is constant change. How we respond to change, and stress is a personal choice when operating and managing your business. Keeping your sense of humour and adopting some simple philosophical perspectives might be the healthiest approach to dealing effectively with stress and change.

### **We're ALL in This Together!**

We love the library and together we celebrate it by volunteering our time and passion. This presentation brings together the power of how a small group makes an ENORMOUS difference.

Please contact us for more information and complete descriptions on any of the above presentations OR to explore other delivery products. Our website offers a comprehensive listing and selection of all titles currently in our inventory.

## Fees

Each fee for presentation / seminar / workshop considers the following criteria...

- ... Amount of required research, development of materials and preparation time
- ... The number of participants expected to be in attendance
- ... The needs of the client and learning dynamic of the audience
- ... The size and number of handouts (if required or requested)
- ... Travel and accommodation expenses (if applicable)
- ... Additional customization of presentation or inclusion if requested
- ... The financial constraints and budgetary considerations of the client
- ... Any extraordinary winter or seasonal travel demands

*Workshop and seminar fees\* may range from...*

- 250.00 –350.00 to 500.00 - 750.00 for half and full day formats.
- 350.00 - webinars
- 500.00 – pre-recorded webinars
- Customized workshops / seminars are popular and affordable choices and can be arranged.

*\* Fees subject to travel and HST.*

*Also, non-profit organizations and associations with financial and budgeting constraints are presented with special consideration and payment for services is negotiable. Basic costing for most organizations starts at a competitively modest \$150.00 / hour pending discussion of the above criteria. Larger audiences and groups can expect a slightly higher fee.*

### Mileage Policy

My rate for travel will is **0.50 / km**.

This travel rate will be in effect subject to periodic review.

### **FINAL NOTE:**

These fees are just guidelines to assist the client in estimating the budgeting for your speaking and training needs.

For smaller nonprofits and charities, we have willingly negotiated an honorarium that is specifically affordable to their needs and ability to pay.



## Handout Policy

I have decided to follow the increasingly popular and practical method of making my presentation and seminar handouts available electronically.

Email me and I will provide you with a complete full colour handout.

Benefits...

- An ecologically sound and smart option.
- Handouts created as PDF files are easy to save and view on your screen or print.
- Handouts are easy to send and share with others.

More and more conferences and meetings have embraced digital files and I want to celebrate my **20** years in business by saving “trees” and offering clients a better system to share information.

Clients wishing handouts in advance for photocopying and inclusion in materials can request files or I can prepare and bring sufficient handouts should it be preferable.



## Booking Information

I recommend that you book or reserve your preferred date(s) as far in advance as possible even before you have selected and finalized a topic(s). I do **NOT** require a deposit, nor do I insist on the signing of a contract. I do ask if you need to cancel an engagement to contact me as soon as possible and at least **14 days** in advance of the engagement.

I will make every attempt to carefully watch for weather or travel issues and will advise accordingly with the client as the best course of action. If the weather is undesirable or unadvisable for travel, then it could be the same for those attending your event and rescheduling might be the best and safest strategy for all concerned.

## Proprietary Notice

*“All information contained in the following information package is considered to be of a proprietary nature and is to be used solely for the purpose of evaluating and referencing the information for consideration. This information is not to be reproduced or disclosed to anyone or any organization outside the evaluation group without the verbal or written authorization of Michael Lewis Training, Motivation and Development.”*

## Our Contact Information

### **Michael Lewis Training, Motivation and Development**

169 Elgin Street,  
London, Ontario.  
N5Z 2T7

E-mail: [info@michaellewistraining.com](mailto:info@michaellewistraining.com)

Internet: [www.michaellewistraining.ca](http://www.michaellewistraining.ca)

Telephone: (519) 453-4264



*If you do what you've always done, you'll get what you've always gotten!  
If you think what you've always thought, you'll get what you've always got!*

