

3. **Admit mistakes:** A client at a large hotel chain shared how she made a potentially career-ending mistake that almost lost their largest client. Thankfully she was able to save the account and keep her job. Instead of avoiding the topic, she now begins her staff meetings with the question, "Who

messed up worse than I did this week and what did you learn from it?" When your employees feel safe, they are more likely to admit and learn from their own mistakes.

There you have it, three steps that set the foundation for trust in the workplace. By using

these first steps in the THANKS process, you'll discover what it takes to keep your top talent and best clients from becoming someone else's.

To get your special report, 101 awesome ways to increase employee engagement, please send an email to [lisa@grategy.com](mailto:lisa@grategy.com) with "101 ee" in the subject line.

Award-winning speaker, Lisa Ryan, delivers life- and career-changing strategies and inspiration to her national and international audiences. She is the best-selling author of eight books and a featured expert in two films.

Focusing on workplace culture and personal empowerment with "Grategies" - gratitude strategies, Lisa works with organizations to keep their top talent and best clients from becoming someone else's. Her audiences receive ideas that positively impact them both personally and professionally.

Connect with Lisa at her website and on



Watch Lisa's video series



## Lisa Ryan

### Speaker, Author, Gratitude Strategist

*Changing the World - One "Thank You" at a Time*

#### Four Ways You'll Benefit From Hiring Lisa Ryan:

Her customized programs focus on employee engagement, retention, and recognition strategies; customer acquisition, retention and loyalty techniques; and customer service approaches that **get results**.

**Her message resonates** with audiences who share with her the impact her gratitude strategies (Grategies®) have on their personal and professional lives.

Lisa's **high-content programs** use stories, research, anecdotes and lots of humor to engage her audiences and take advantage of the "wisdom in the room."

She **encourages interaction** between participants to share the best practices of what is working in their organization and they leave with a plan to implement immediately.

*Lisa Ryan's programs receive rave reviews from all levels of an organization.*

**Contact Lisa Ryan Today To Create a Program That Fits Your Needs!**  
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Lisa travels locally, nationally and internationally. Single programs range from 30 minutes to full-day. Short- and long-term implementation programs also available.

