



Welcomes...



THE
Disney KEYS TO
EXCELLENCE

Disney Keys to Excellence Program Topics:

LEADERSHIP

Discover how effective leadership has driven Disney's employee/customer satisfaction and bottom-line results, from the company's inception to today.

MANAGEMENT

Understand the importance of integrating your corporate culture into selection, training, and care of your employees.

CUSTOMER SERVICE

Explore world-renowned Disney principles for service excellence.

LOYALTY

Learn key practices and principles in building and sustaining loyalty that have made Disney a trusted and revered brand around the world for more than 75 years.

It doesn't take any training to recognize that the world's economy has taken a significant downturn. It does take effective and proven professional development training to guide impacted organizations back to the summit.

The American Association of University Women is proud to partner with the University of Tulsa Collins College of Business to bring the Disney Keys to Excellence program, presented by the world renowned *Disney Institute*, to Tulsa on May 19, 2009.

A one-day local workshop, the Disney Keys to Excellence program is a rare and affordable opportunity to learn best business practices from Disney insiders, and discover ways to easily and immediately adapt and apply those best practices to pick up the pace in these slow economic times.

Organizations from across the nation and around the world have learned proven philosophies, adapted critical lessons, and implemented effective processes to reap the rewards of improvements in leadership, management, service, and brand loyalty.

We invite your team to join thousands of professionals and discover the Disney business secrets to...

- Strengthening loyalty and retaining valuable customers
- Expanding their brand and generating greater profits
- Building team involvement and ownership
- Creating a service culture and motivating employees
- Maintaining a competitive edge in a sluggish economy

The Disney Keys to Excellence Program is...

- **Relevant:** Impacts critical drivers of success in a slow economy
- **Affordable:** Priced to serve more people under limited budgets
- **Actionable:** Easy to implement upon return to the office
- **Inspirational:** Generates team excitement and momentum
- **Short:** Takes only one day away from the office
- **Local:** No travel expenses

Professional development doesn't cost—it pays. It pays by creating a framework of focused energy in a vacuum of uncertainty. It pays by helping an organization gain share in a slow economy. It pays because it has been proven to strengthen employee morale and retention, which will be critical to emerge from tough times.



Event organized by Solution Infusion
No prerequisite training required.

WHEN:

May 19, 2009
8:00 a.m. to 4:30 p.m.

LOCATION:

Allen Chapman Activity
Center-Great Hall
440 S. Gary Avenue
(or 5th Place & Gary Avenue)
Tulsa, OK 74104

REGISTRATION AND INFORMATION:

Phone: 877.544.2384

Fax: 913.712.9247

Online: www.KeysTulsa.com

Email: registrations@KeysUS.com

Important: Please use American Association of University Women promotional code **AAUWMFE** to receive **\$50 OFF PER GUEST** when registering. Additional group discounts are available.

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\$50 discount, use
promotional code
AAUWMFE.