

**So, maybe we don't know each other.**

***But we may still have something to talk about.***

**Evidence says managers are key to employees' engagement.**

***I know you may not buy it, but the engagement powers every manager needs are in...***

## **The Black Bag!**

I hope you've received my previous mailings and they've sparked some curiosity. Here's why:

**Manager's Black Bag** is an academy of courses, based on the proven concept that employees who **engage** in what they do, strive to do it better. Their do-it-better effort generates improved results. Or...

**Employee Engagement → Performance Improvement → Results**

When a manager ensures employee engagement, a performance improvement culture grows. Then come successful results such as:

- **Patient satisfaction** and loyalty
- **Recruitment** that attracts a choice of candidates
- **Retention** of your valued staff members
- **Productivity** and **error-reduction**
- **Leadership** throughout your staff
- **Performance improvement** culture



**Manager's Black Bag** is custom filled to fit your practice's needs. We present modules are in 1½, 2, or 2½ hour formats. You get support material that serves as an after-training reference also. I am available for your participants' questions by phone, fax or e-mail any time before, during and after your practice's **Black Bag** series.

**Manager's Black Bag** modules:

- Trust
- Engagement
- Communication
- Performance
- Patient Satisfaction
- Culture
- Recruiting
- Retaining
- Creativity
- Problem-Solving
- Commitment
- Conflict Resolution
- Coaching
- Leadership

## What's the Skinny?

I confer with you via telephone (or in person) to determine what you want and need in your participants' Black Bags. From that discussion we agree on the content, number, duration and sequence of the specific modules.

*You may note that the most frequent format/sequence is 2½ hour modules, at two-week intervals. Between 6 and 10 modules are frequently offered. (Communication and Patient Satisfaction are most popular, by far!)*

Once we make those decisions, we're just about off and running. You determine the location and specific time/dates for the modules. I prepare and pre-ship relevant materials to the address you indicate. We confer via telephone a few days before each session.

*I arrive at each session at least one hour before we start. I am eager to meet and converse with participants. This becomes more valuable as we move through the sessions and participants' follow-up questions begin to arise.*

My facilitation of every module includes: lecture, discussion, individual reflection, small-group activity, case studies, and debriefing. To insure that participants assume true ownership of the concepts and the techniques, it is imperative that they be actively engaged in every part of every session.

*An immediate evaluation sheet follows every session. As well, a "how is it working?" evaluation follows every three sessions. I will schedule informal conversations with you and members of your team to insure that the **Black Bag** is meeting expectations.*

## Who is Tim Wright?

I've learned and applied my performance improvement expertise as a school teacher, a corporate manager and director, a corporate executive, a start-up entrepreneur, and an older brother. I have worked with slightly more than 200 healthcare clients since 2002. I love researching the energy and experience of engagement and its relationship to performance. I love continually improving the services I offer.

I had fun writing two books: ***Batteries Included: How to Charge and Recharge Your Creative Cells*** and ***KAPOW! 64 Blasts to Blow the Lid Off Your Job Performance***.

I am fortunate to live in Austin, TX. A great town whose great airport allows me to fly anywhere!

For more information about Wright Results and what I offer, please visit [www.WrightResults.com](http://www.WrightResults.com).

To subscribe to ***Spirit of Performance***, my no-cost monthly electronic newsletter: [www.WrightResults.com/readerpage.html](http://www.WrightResults.com/readerpage.html).



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