



# SYNERGY

EXECUTIVE EDUCATION



# Success is Choosing the Right Friends. Who Do You Choose?

Your team with all your knowledge,  
skills and experience = 1

Our team with all our knowledge,  
skills and experience = 1

Combined will be profoundly greater  
than the separate parts

**1 + 1 = 3™** or More

***“Real Wealth Is Knowing What to Do with Energy.”***  
***- Buckminster Fuller***



## Our Formula $1 + 1 = 3^{\text{TM}}$ or More

Our powerful and easy to implement highly effective formula will synergize your team virtually overnight. By implementing the *5 Essential Pieces*, we shift mind sets, stimulate positive attitudes and break through fear. We show you and your team how to create zones of inspiration, trusting relationships and highly profitable work environments in any marketplace.

**We are professionals. We offer World-class training facilitation and consultation in:**

- Strategic Planning
- Leadership Development
- Culture Change
- High-Performance Teamwork
- Sales Training
- Customer Care Training



***“It’s Amazing What Can Be Accomplished  
When Nobody Cares Who Gets the Credit.”***

# More Specifically . . .

***“We build high-performance business teams***

## ***Synergy Retreats, Workshops,***

We offer you a powerful combination of World-class business building expertise and Executive development programs to help you successfully build high-performance teams that Exceed Customer Expectations.

Through our Retreats, Ongoing Workshops and Executive Coaching, we deliver sound training practically applied to achieve highly profitable synergistic work environments. Retreats and workshops range from senior executive teams requiring confidential strategic planning to complete cultural change programs, to large national and international conventions.

Each retreat and ongoing workshop is stimulating, engaging, informative and fun. Our *Enter-train-ment*<sup>™</sup> activities, projects and business games convert stressed out employees into high energy teams of focused go-getters. In each workshop we demonstrate how to build trust and work together to find new solutions to solve every day problems. We create a paradigm shift in thinking from negative to positive and from weakness to strength. When you focus on the strengths of each individual in the team, you build trust and respect.

***Chris Alexander is available for keynote presentations.  
Call 949-586-0511 to reserve your spot on the schedule today!  
[www.SynergyTeamPower.com](http://www.SynergyTeamPower.com)***

# How We Can Help You!

*focused on exceeding customer expectations.”*

## and Culture Change Programs

As trust improves and fear subsides, communication and collaboration escalates, and relationships become more synergistic – strengthening and unifying creativity, energy, problem solving and accountability within every facet of your business. It's as if there's ... *magic in the air!*

We are continuously improving the content, design and delivery of our programs by researching cutting edge training and business building methods and theories that you can apply today. Individual *Synergy* programs include complete workbooks, motivational take-aways and support materials that will extend your team's *Synergy* experience long after the actual event. We will *Synergize* with you to plan, organize, and successfully implement all training and processes required to achieve your goals.

At *Synergy* we strive to be the example of our philosophy: a product of our product. We believe our customers are the most important people in our business and we go to great lengths to live up to our core values.

***“Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.” - Andrew Carnegie***

# ***Synergizing Your Business***

*The 5 Essential Pieces* in our *Synergy* program will build a high-performance team culture, internal customer respect and a sense of belonging which results in a high level of quality, teamwork and pride of company. Use them together or independently for customized solutions.



***“Teamwork Divides the Task and Doubles the Success.”***

# – *The 5 Essential Pieces*



## **Team Power Retreat**

Our world renowned *Synergy Team Power Retreat* is a powerful two day attitudinal, motivation and communication interactive learning experience. This retreat is designed to build a foundation for successful change and is effective for setting the stage for culture change, product launches, sales rallies and motivational team-building programs.



## **Strategic Planning Retreats**

We facilitate Executive and Senior management strategic planning retreats that include creating a mission statement, a clearly defined vision, clear values and cultural goals – thus serving as a framework for decisions, direction, expectation, performance and shared destiny. A clearly defined strategic plan is a roadmap to success and will support your business plan.



## **Leadership Skills Workshops**

Our leadership skills workshops include World-class models, case studies, group dynamic projects and team-building games. In these workshops we teach one of the greatest sources of business success: the ability to build, coach and develop high-performance teams.



## **Customer Care Workshops**

These workshops are focused on *Synergizing with Your Customer* and building the *WOW Factor* experience into each customer interaction. Customer care professionals learn the 7 strategies for successfully solving customer complaints, how to earn customer loyalty and a powerful customer care skills model that will leave a lasting impression of World-class service in the customer's mind.



## **Customized Sales Workshops**

*Synergy Sales Power* is a relationship building, sales motivation and skills based series of workshops designed to build customer loyalty and Triple Win relationships. **The customer wins, the company wins and the team wins - in that order.**

**Contact us now:**

***TheTeam@SynergyTeamPower.com - 949-586-0511 - SynergyTeamPower.com***

# Make Us a Part of Your Team and Triple Win

*Our unique team-building formula developed over 25 years of organizational development and business building consulting and training, has achieved extraordinary success in boosting sales, increasing productivity and WOWING customers, year after year in company after company and industry after industry.*

## **Win #1 - Customer Benefits:**

- Empowered team players who exceed customer expectations
- Team players with great attitudes who genuinely want to serve
- Team players that can be trusted to be reliable and responsible
- Team players who value loyal and lasting business relationships
- World-class customer care

## **Win #2 - Company Benefits:**

- Builds high-performance teamwork
- Reduces costs and increases profits
- Builds pride and World-class work ethic
- Builds self managed, motivated go-getters
- Builds a customer-driven culture and lasting loyalty
- Builds World-class customer care

## **Win #3 - Team Benefits:**

- Builds emotionally secure work environments
- Builds empowerment and job satisfaction
- Builds confidence, a sense of belonging and a sense of purpose
- Creates enjoyable, stimulating and fun work environments
- Enhances motivation and responsibility



***"Triple win" - The Customer Wins; the Company Wins and the Team Wins ... in that Order.***

# What our Customers are Saying About Us:

*"Chris Alexander's Synergy Program has made us a much more efficient and successful business. He has guided us through a management and team process that has helped us implement a customer driven culture. Through the Synergy Process, we have achieved clearer direction and focus, become more profitable and achieved national top 5 ranking in customer satisfaction!"*

*- Mick Pattinson, President & C.E.O., Barratt American, Inc.*

*"At Mercedes, we strive to give our customers the best service in the world. That is why we engaged Chris Alexander and his Synergy Program to help us maintain our competitive advantage. Synergy has been a great success for us. Instead of trying to manage a huge shop of more than 100 technicians – with Chris' help, we formed smaller shops (teams) of 8-10 technicians. This made each team feel more empowered to make decisions in their own areas of expertise. Their attitudes changed! They weren't just out for the dollar but took a more personal responsibility in making sure every car was perfect for delivery. As a result, our customer satisfaction ratings rocketed! We now work more effectively as a team to satisfy our discerning and demanding customers."*

*- Bob Evans, Senior Service Manager, Fletcher Jones Mercedes Benz*

*"Chris Alexander helped us improve our business greatly. He helped structure our systems and processes, improve our customer service and in every aspect of our business, we became more synergized and focused. He understood our creative approach and adapted his program to suit us - the results are absolutely outstanding!"*

*- Lisa Klang, President & C.E.O., Klang & Associates*

*"Chris Alexander and the Synergy Programs have made us a better organization. The interactive and creative approach to improving our service and communication to our customers, both internal and external, the sales process and overall team development have had dramatic impacts on our overall success. Chris has helped us instill a cultural change and philosophy that is needed in business today, one that is focused on service, communication and teamwork regardless of the targeted customer. Thanks for playing a key role in our current and future success."*

*- Scott Grugel, Chief Operating Officer, Interior Specialists, Inc.*

***"No One Can Whistle a Symphony - it Takes an Orchestra to Play It!"***

# About Chris Alexander



Chris Alexander, M.A. (Org. Psych.) renowned speaker, author, coach, and business building expert, is the founder and owner of *Synergy Executive Education*.

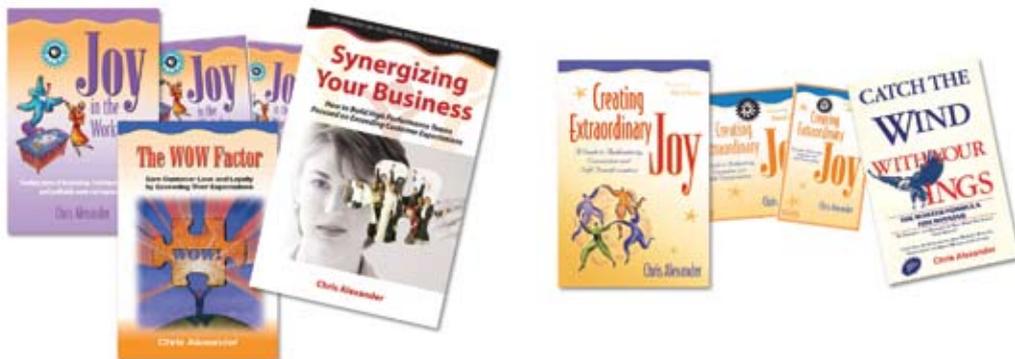
## **International Business Building Expert:**

For more than two decades, Alexander has passionately spearheaded the worldwide drive for continuous improvement and total customer satisfaction through ethical leadership and high performance teamwork. He is a keynote speaker and seminar leader at many Building Industry and Fortune 500 conventions, conferences, and in-company retreats annually.

## **Author and Emmy Award Winner:**

Chris is the author of *Joy in the Workplace*, *Creating Extraordinary Joy*, *Synergizing Your Business*, *Catch the Wind with Your Wings* and his new book, *The WOW Factor!*. Recently, along with a team of educational specialists, Alexander won the prestigious *Los Angeles Area Emmy Award for Overall Excellence in Business Education* for the *Coast Telecourse, Dollar\$ and Sense: Personal Finance for the 21st Century*. Alexander's largest audience is his two PBS TV shows, titled *Creating Extraordinary Joy* and *Joy in the Workplace*, which reaches 4,500,000 people with each broadcast.

## **Chris Alexander's Business and Personal Enrichment Books:**



**Free Demo CD's on "How to Build a Synergistic Culture" and "Synergistic Sales Power"**  
**Contact us now 949-586-0511 - [TheTeam@SynergyTeamPower.com](mailto:TheTeam@SynergyTeamPower.com)**

***“We build high-performance business teams focused on exceeding customer expectations.”***

***Partial Customer List:***

ACS

American Fuji Seal Corp.

Amylin Pharmaceuticals

Anglo American Corp.

Banker Insulation

Barratt American, Inc.

Bath & Body Works

Borden Foods International Division

Borland Software

Bristol Myers-Squibb

Century Cable

Corman Leigh

D.R. Horton - Schuller Div.

Fairmont Corp.

Fletcher Jones Mercedes Benz

Interior Specialists, Inc

Johnson & Johnson

Klang & Associates

Lennar Corporation

Mercedes Benz

Meritage Homes

Nike International

Pacific Plumbing Production

Redken International

Roussell Pharmaceuticals

Sun International Hotels

Texaco

***“Choosing to build a high-performance team means you have to love the idea of winning through people. It requires learning how to lead, coach, nurture and discipline a team of super achievers focused on a shared destiny. The results will astonish you!”***





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