



## keynotes

We deliver customized keynotes to your exact needs. We partner closely with you to ensure we completely understand your desired outcomes.

- Customer Centered Service**
- Personal & Interpersonal Effectiveness**
- Team Excellence**
- Work/Life Balance & Goal Setting**
- Positively Reducing Conflict**
- Bridging the Generation Gap**
- Time Management**
- Leading Others**
- Business Financial Intelligence**
- Emotional Intelligence for Managers**
- Charting the Course**

### ABOUT YOUR PROFESSIONAL SPEAKER:



**Paul Butler - Client Partner**  
**Newleaf Training and Development**

Paul's previous work prepared him for his success in the field of professional business training and development:

Paul has extensive business experience that benefits clients; including senior positions with Pricewaterhouse Coopers, McKinsey Consultants and as a Regional Director with Hilton and Marriott hotels across the USA and Europe.

Paul is an internationally qualified accountant - equivalent to a CPA and Masters in Business Administration (MBA).

Newleaf Training and Development have served corporate and educational clients such as Hilton Hotels, California Institute of Technology, JPL, Pepperdine, CBRE and Princess Cruises in 15 US States, China and Western Europe.

#### **Additional Recommended Reading:**

- The Power of Positive Thinking by Norman Vincent Peale
- You Can if You Think You Can by Norman Vincent Peale
- What Happy People Know by Dan Baker
- The 7 Habits of Highly Effective People by Stephen Covey
- You Can't Afford the Luxury of a Negative Thought by Peter McWilliams
- Natural Born Winners by Robin Sieger



# newleaf™

*helping people & organizations be their best*

## Charting the Course



*presented by Paul Butler*



seminars

[newleaf-ca.com](http://newleaf-ca.com)



keynotes

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coaching

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## desired state

## customer behavior

What's important to our Customer?

What do we need more from our Customer?



Success Stories

Do Better

Success Stories	Do Better

## drivers

What are key irritations to our Customers?

What solutions are within our control?

What are key irritations to our Customers?	What solutions are within our control?

## people



CONTINUE....



STOP....



START....

What are the non-negotiable values?

## conditions

## leaders actions

What are the characteristic of a greater leader?

How are we cultivating our future leaders?

Personal Contribution Statement

## measurements



KEY COMPANY MEASURES...



KEY CUSTOMER MEASURES...



KEY PEOPLE MEASURES...

Areas for improvement...

Do we have any conflicting measures and what's within our control to change?

