



New, Live 90-Minute Webinar

How to Increase Your Team's Engagement, Performance and Results (Without Spending a Penny More on Salaries or Benefits)

Presented by Dave Newton, Partner, Hospitality Resources

August 24, 2017

1 p.m. Eastern Time (10 a.m. Pacific)

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According to Gallup, **companies with high engagement have earnings per share 147% better** than companies with low engagement. Unfortunately, also according to Gallup, **only 30% of employees are engaged.**

During the economic downturn, employers had the upper hand when it came to dealing with employees, because employees were so fearful of losing their jobs.

Today, with unemployment low and competition in gaming greater than ever, and with still more casinos on the way, engaging your people has become more important than ever to meet your financial goals.

This webinar will give you multiple ways to increase your team's engagement, and the performance and results that flow out of increased engagement.

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Webinar Presenter – Dave Newton

Your webinar presenter, Dave Newton, has a track record of implementing innovative and successful leadership and HR practices. Dave was opening VPHR of the Venetian and was responsible for creating the strategic HR plan for that property. The goal was to have great service and remain union-free, despite a powerful local union that had organized every other property on the Las Vegas Strip.



Dave's mission was to create an exceptional work environment that produced the highest quality service and convinced employees that they didn't need a union. To achieve this, Dave and the Venetian team implemented a number of innovative practices that created a unique culture where employees were highly valued. Guest service was excellent, the staff remained non-union, and the property won two Best Places to Work Awards.

Shortly after opening, the Venetian (despite being one of the smaller companies competing) was chosen to receive one of two available Macau gaming licenses, and it has since grown into the Sands Corporation, one of the most successful gaming companies in the world.

For the past 10 years Dave has been a Partner with Hospitality Resources, a company specializing in employee surveys and assessments, so he has gotten extensive insight into what engages employees and what disengages them. In addition, Dave has operations experience, including being a hotel general manager, so **he understands how HR practices can support and improve operations.** Dave has a B.S. from Cornell University's School of Industrial and Labor Relations and an M.B.A. from Pace University in New York.

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Topics to be Covered in this Fast-Paced, Webinar

Many of the practices common to today's organizations are not effective – or worse, are counterproductive – in increasing employee engagement. (Otherwise there would be more than 30% engaged employees.)

Fortunately, there are better ways. Here's a list of what we'll cover:

- **My Favorite Interview Questions** (questions that get you crucial information about the candidate and that the candidate will not have a scripted response for)
- **How to Know if the Applicant You're Interviewing is Likely to be a High Performer**
- **The Single Most Important Issue in Engaging Employees**
- **The Single Most Effective Way to Increase Employee Engagement, Why it is so Rarely Done and How to Do It Right**
- **Why Training Often Doesn't Produce any Return on Investment** and What to do About it
- Using Management Standards to **Define and Create Your Culture**
- Using the Game of Work to Increase Engagement and Performance
- **Performance Management – Why Everyone Hates it** and How to Fix it so the only People who Hate it are your Poor Performers
- **How to Do Meetings that Don't Waste a lot of Time** and Do Increase Teamwork and Performance
- Keys to Getting the Most Value From an Employee Survey
- An Easy-to-Use Method to Improve Communication and Teamwork
- Why Many Companies are **Wasting Money on Recognition Programs** and How to Do it Right
- **Why Most Discipline Programs are Counter-Productive** and How to Fix Them

Every casino has basically the same games. Your employee culture is where you can differentiate yourself from your competitors in a way that isn't easily copied.

As you are reading this, your employees are impacting your customers and your bottom line.

Join us for this fascinating perspective on ways to change your team's culture to support achieving your goals, instead of hampering them.



Webinar Cost:

\$159 per computer that accesses the webinar

Satisfaction Guaranteed:

**If you are not satisfied with the webinar
we will refund your registration fee.**

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Registration and Payment Deadline: August 22, 2017

The seminar cost is based on the number of computers accessing the webinar, so you can set up a computer in a conference room and have a group of managers participate in the webinar for one low price.

Recording: We sell webinar recordings for the same price as the live webinar. When you purchase a recording you get 90 days unlimited access to the recording, so you can use it for training sessions with managers who did not participate in the live webinar.

If you attend the live webinar and also wish to purchase the recording, we discount the recording price by 25%.

Cancellation fee: for cancellations before August 22, 2017 the registration fee will be refunded less a \$59 cancellation fee.

The webinar PowerPoint presentation will be sent to participants on August 22, 2017. There are no refunds once the presentation has been sent to participants.

Questions

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