

Leadership LINK & Nebraska State Government Chapters

April Luncheon Meeting



- TOPIC:** “Leading your Team on a Pathway to Success.”
- SPEAKER:** Carmen Schwab, Owner of Water Cooler “Talk”
- WHEN:** Wednesday, April 16, 2014 at 11:30 AM
- WHERE:** Lincoln-Lancaster County Health Department Training Center, 3140 N Street
- NOTES:** \$5 for Leadership Link and State Chapter members & \$10 for non-members (payable at the door). Menu - Assorted Sandwiches, Chips, Fruit, Dessert & Beverages
- RSVP:** By noon on Monday, April 14, 2014 to Elaine Severe at esevere@lincoln.ne.gov

Is engagement in the workforce just a buzz word? Not according to Gallup; a recent study found that disengagement costs the US **450 billion to 550 billion** per year. Research has also found that 4 out of 10 employees are disengaged globally. So the big question remains, what can businesses and organizations do to create a more engaged workforce and one that is motivated to fulfill the mission? On Wednesday, April 16th, Carmen Schwab will address that question and provide the attendees with a few basic strategies that if implemented, will place your team on the pathway to success!



Carmen Schwab has been in the “customer service” industry for over 30 years. Her passion and life goal is to inspire, motivate, educate, challenge and encourage others toward customer service excellence from the inside out! Internal customer service, employee to employee, is the springboard to a great and memorable external experience. She believes that in order to provide that WOW experience, the internal team must be without compromise in its efforts to live out a customer focused culture.

She is also the author of a monthly e-newsletter titled “Water Cooler Insights” and a newly released book, “WATER COOLER TALK- Hydration for a WOW Customer Experience.” The newsletter and book provide easy to implement principals and strategies that are focused on providing WOW moments, internally and externally, and making the water cooler an overflowing source of testimonials!