

No World Class Orlando! program agenda is exactly the same. Benchmark locations rotate to ensure operational availability and the best learning experience possible, but to get a sense of the intensity of your learning experience, please study the following agenda:

## **Pre-Program**

An executive coach will be assigned to you prior to the event. They will contact you to discuss your unique business needs and operational challenges. Additionally, our logistics team will assist you to make certain every detail is handled prior to your arrival.

## **Day 1 - Opening Night**

4pm-8pm

Join us and register at 3:30 p.m. The program will begin promptly at 4:00. After brief introductions, we'll overview a comprehensive model that reveals what world-class organizations do to achieve a sustainable operation of excellence. For the next 3 1/2 days, we'll discover how the **World Class Excellence™** program model helps us understand the secrets of our benchmarking organizations. Afterwards, join us at the dinner reception for a great opportunity to network with other participants while enjoying an opening dinner reception.

## **Day 2 & 3**

7:30am - 5pm

We begin with breakfast each day and then quickly head out for the entire day. We don't merely sit in a conference room and talk about best practices, as some programs do. We're out where the real action is: visiting multiple best-in-business organizations each day! Each day, you will visit 2-4 amazing benchmarking examples, hear from expert managers and leaders, and discover answers to questions like the following:

- What do you look for in hiring great employees?
- What does it mean to walk in the shoes of your guests/customers?
- How does training and development support an excellence initiative?
- How do you get senior management to buy in?
- How do you create an initiative that isn't viewed as the temporary "flavor of the month"?
- How do you measure success and excellence?
- How do you get and implement meaningful employee and customer input?
- How do you merge creating profit with delivering excellent service?
- How do you motivate employees to perform their best?
- What do you do to create excellence consistently?

## **Day 4**

7:30am -1:30pm

Your final day will help prepare you strategically and tactically for returning home to successfully implement these secrets of world-class businesses into your own operation. We'll help you to identify those solutions you want to specifically address in your own business. Strategically, we'll help you to map out the work internally and externally that must be carried out throughout the organization. Tactically, we'll explore a proven approach for getting out the gate immediately and making effective change on the first day back.

## **Post-Program**

Your 3 ½ day program will be an amazing event, but that isn't the end! As part of your enrollment, your World Class Benchmarking® executive coach will provide follow-up consultation and support as you prepare to successfully implement your action plan into your business operation.