



### Sensational Support Staff

“Sensational Support Staff” is an engaging, highly interactive keynote address that inspires the best from managers and their support teams. In a relaxed, informal environment, participants are invited to celebrate the successes and identify the opportunities of the boss/support staff function within the organization.

Participants will:

- ❖ Learn new tips for time, paperwork and priorities for both bosses and assistants
- ❖ Practice communication techniques that enhance productivity and decrease misunderstandings
- ❖ Identify the personality types of assistants and their bosses
- ❖ “Style shift” to increase rapport and influence
- ❖ Recognize and heal trouble spots in boss/assistant relationships
- ❖ Set goals to bring what was gained in the session back to the office

Jean has worked as a speaker and seminar leader for eight years. She’s able to communicate with managers and their support staff with clarity, humor and diplomacy. Starting as a receptionist at a talent agency, Jean has supported bosses in real estate, food service, finance, recruiting and construction. As a team leader and producer, Jean has also experienced life from the manager’s perspective. Her audiences range from 5 to 250 people. Expect a session with many “aha” moments and exciting insights.

“Sensational Support Staff” is available in 60, 90 and 120 minute formats. 1-day and 2-day seminars are also available.

“Jean not only teaches, she encourages and empowers.”

*Becky Haese – Administrative Assistant/Blue Cross Blue Shield of Texas*

“Jean is an exuberant person. She commands the attention of the room and helps keep it light and fun.”

*Michelle Duran – Schedule Supervisor/Tucson Orthopedic Institute*