



Programs, Times, Formats, Fees, Outlines



*Dr. Jim Dillahunty*

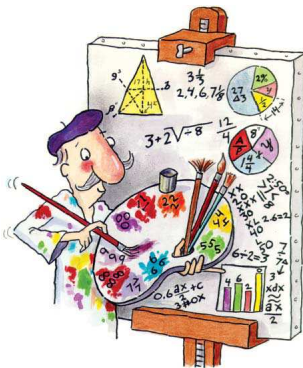
*A Scientific Approach to the Art of Business®*

## Program Titles, Times, Formats, Fees

Format Key; K= Keynote WS= Workshop WP= Web/Podcast C= Consulting B= Bonus Program	Leadership Development	Leadership in Times of Crisis	Customer Service
	Time/Format/\$Fee		
Keynotes	60min/K/\$5000	60min/K/\$5000	60min/K/\$5000
Workshops I	90min/WS/\$5000 <sup>1,2</sup>	90min/WS/\$5000 <sup>1,2</sup>	90min/WS/\$5000 <sup>1,2</sup>
Workshops II	1 Day/WS/\$7000 1.5 Days/WS/\$8500 <sup>1</sup>	1 Day/WS/\$7000 <sup>1</sup> 1.5 Days/WS/\$8500 <sup>1</sup>	1 Day/WS/\$7000 <sup>1</sup> 1.5 Days/WS/\$8500 <sup>1</sup>
BONUS	90/B-W,K/\$0. Bonus Programs (Keynotes and 90 min Workshops) are provided by Dr. Dillahunty without a fee <sup>1</sup> when booked in conjunction with a concurrent Workshop or Keynote. Your organization is credited and promoted as the sponsor.		
Consulting	Open/C/\$350 per hour		
Webcasts and Podcasts	Open/ WP/ \$3000 for custom design, plus per attendee and workbook charges, if applicable. Webcasts and Podcasts are custom tailored to your organization, and are also available in a generic format.		
<sup>1</sup> Session Workbooks are \$35.00 per attendee <sup>2</sup> If a Keynote and 90 minute Workshop are booked for the same event, the total fee would be \$7,000 including a BONUS presentation in your name to a local not-for-profit or civic organization.			

## Program Outlines

Leadership Development	Leadership in Times of Crisis	Customer Service
<p>This program covers the basics of Leadership Development;</p> <ol style="list-style-type: none"> <li>1. For Organizations</li> <li>2. For Family Leadership</li> <li>3. For Self Leadership</li> </ol> <p>The session begins with an examination of the flawed beliefs that doom most Leadership Development programs to failure. The <b><i>Iceberg Principle</i></b>, as outlined by Dr. Dillahunty reveals how the traditional approach to leadership development produces individuals who possess only the superficial <i>form</i> of leadership at the expense of <i>substance</i>.</p> <p>Dr. Dillahunty relies on his years of front line experience in building organizations, leading organizations, and his academic research to outline the real skills leaders need to be effective in the 21<sup>st</sup> Century.</p> <p>The presentation style uses story-telling, insights, and well researched facts to bring the audience to a new awareness of how to develop leadership skills in their organizations, in their families and for themselves.</p>	<p>Most anyone can appear to be the best of leaders in the good times, when the winds of prosperity are at our backs. It's when things go wrong, when markets fail and life throws us an unexpected curve that leadership is tested.</p> <p><i>Leading in times of crisis requires a methodology to successfully navigate troubled waters, to restore prosperity and a sense of well being in the face of pernicious upheaval, change and uncertainty.</i></p> <p>Dr. Dillahunty presents a step by step methodology to restore order in times of chaos. In the Workshop format each participant is able to lay out and build the re-constructive pathways specific to their circumstances and environment.</p>	<p>There are several key errors that most all organizations make when they design programs of customer service. Most firms never overcome these systemic flaws and end up consistently compromising their brand value and market capitalization. The most serious flaw is the erroneous assumption that Customer Service begins after the sale, after the customer has left the store, signed for delivery, opened the box, and the commission check has been cashed!</p> <p>Dr. Dillahunty's philosophy, refined over years of developing and implementing programs of Customer Service is a that Customer Service is an <i>integrated system</i> that begins when a product or service is designed. To be effective it must permeate the entire organization, and all its external stakeholders.</p> <p>This program is designed for Executives, Managers, Supervisors, and Employees to develop new insights specific to their job functions that will delight the customer and build measurable brand value.</p>



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