

## Stewart Liff

President and CEO of Stewart Liff & Associates, Inc.

### **Seeing Is Believing: The Fine Art Of Communicating Change & Performance.**

Every organization at some point must chart a new course, such as with a merger, downturn in economy, explosive growth, or even global expansion. For executive leaders, communicating visually is key to success in making transformative changes and being able to communicate organization wide the new mission, vision, values and performance targets.

In this highly interactive and experiential learning session, Stewart Liff provides an in-depth overview of how to successfully implement an organizational transformation on using the revolutionary concept known as Visual Performance Management.

This concept involves combining generally accepted management principles along with the fine arts to:

- Improve customer satisfaction by connecting employees to the mission
- Improve employee satisfaction by celebrating employees
- Improve cycle time performance, productivity, and quality by strategically tracking and sharing information
- Hold employees accountable in an honest and open way
- Shape the outside world's view of an organization by designing it in a manner that greatly impresses the stakeholder, with the overall goal being improved performance

As a result of the session, participants will learn what forces are causing organizations to become more visual, how to think more visually, and the overall models and tools behind visual performance management (particularly organizational design, human resources management, and fine arts). Participants will leave with a six-step process for implementing visual performance management in their own organization.

### **Team Of Leaders: Empowering Every Member To Take Ownership, Demonstrate Initiative, & Deliver Results.**

Workplace teams are supposed to harness employees' talents to tackle challenges—But the reality often falls short.

Now imagine having a team where everyone steps up and provides leadership and performs all the leadership tasks. Imagine a team where many can lead multiple activities. A team that is constantly sharing knowledge and pushing the envelope. That does long-term planning and *produces outstanding performance*.

Through a mixture of presentation, videos, discussions, and group exercises, teams will learn leadership does not need to reside in a formal role like a supervisor, and it can rotate amongst its members. Instead of being merely employees, they learn a system to become leaders, which takes advantage of the capabilities of its members.

As a result, teams will leave this session knowing how their responsibilities are shared with each other, allowing the supervisor to concentrate on the big picture. Team members, who traditionally are asked to do what they are told and not much more, are now elevated, energized, think, and act like organizational leaders.

### **Transforming Government Agencies: How To Motivate, Deal With Difficult Issues, & Achieve Tangible Results.**

Whether in the corporate world or government, human resources management (HRH) is about accountability and results. Managing government employees presents unique challenges. Government managers may feel that stringent and convoluted regulations mean, "they can't do that." Some others may use that perception as a crutch. But the truth for all of them is, yes, they can "do that"—and they'd better. "That" means managing employees as proactively and decisively as their corporate counterparts, and holding their staffs, teams, and departments accountable for productivity and results. Managing US government employees offers dozens of techniques for meeting the challenges and stressful situations governmental supervisors face on a daily basis.

Through a mixture of lively discussions and presentation, Stewart Liff teaches leaders, managers, and supervisors how to apply sound human resources management principles in order to build a high-performing work force. Attendees will learn techniques that will help them develop an energized workforce committed to the

organization's values, dedicated to its mission, and one that holds its employees accountable for their actions. The initial section of the training focuses primarily on the overwhelming majority of the employees that want to do a good job. Stewart teaches how to manage a workforce based on core values, with an emphasis on communication to motivate, develop, and retain a high performing workforce.

Stewart shares his personal experience and tips gathered as a senior executive for 12 years, a manager of a national HRM program representing 13,000 people and successfully representing the government in 30 hearings before third parties. Managers frustrated by government bureaucracy will leave knowing they possess more power than they originally thought, with techniques to:

- Get maximum dedication and productivity from employees
- Improve results of poor performers and how to discipline, document, or terminate when necessary
- Deal with union and Equal Employment Opportunity (EEO) issues
- Cut through the red tape of government employment systems

### **Motivational Speaking.**

Stewart Liff will discuss some of the challenges and tragedies he has experienced in his life, including the death of his first wife due to brain cancer, the sudden death of his youngest brother two weeks later, the deaths of his parents within two months of each other (both due to lung cancer), and his being stricken with Stage Three Colon Cancer, along with liver, heart, and other health-related challenges. In a very engaging, upbeat, and at times humorous fashion, he will integrate his many beautiful paintings and some hysterical impressions into his presentation and explain the importance of having a great attitude, which is a conscious choice. He first gave this presentation at USC's Keck School of Medicine and they were so impressed that they immediately invited him back to speak at next year's prestigious Choi Family Gala.

Stewart's speaking topics can be customized for an internal training, conference breakout session, or extended full-day program based on the goals and objectives you set for your event.