

A photograph of Sandy Geroux, a woman with short brown hair, wearing a white blazer over a blue top and a black skirt. She is smiling and pointing towards the right with both hands.

Sandy Geroux, M.S.

Turn Your Workplace Into a WOWplace™!

Leadership comes with challenges. Research has shown that when challenges occur, leadership breaks down and, therefore, so does an organization's culture, diminishing productivity and engagement.

Most breakdowns come in the following four areas:

- **Trust** (inclusiveness, fairness, respect)
- **Communication** (cross-generational, complete, concise)
- **Execution** (process, procedures, tools)
- **Follow-through** (accountability, measurement, scorecards, rewards)

Are you challenged by:

- Excessive turnover
- A lack of respect and gratitude from your people
- Effective communication between departments and team members
- Getting everyone to show up and be present
- Employees not following standard procedures or using the tools provided for them
- A lack of proactive thinking, follow-through and accountability
- Knowing how to properly (and fully) utilize your support personnel

Sandy works with leaders, customer service teams and administrative professionals to help bring engagement and enthusiasm back to the workplace by creating a culture that fosters inclusion, respect and productivity. She helps leaders discover ways to improve employee engagement and their impact on loyalty, productivity and profits.

Sandy's most requested programs are:

• Turn Your Workplace Into a WOWplace™

In our current employee-centric climate, it is difficult to hire exceptional employees – and even more difficult to engage and retain them. In this program, Sandy shares research, stories, insights and a successful formula that allows leaders recognize their “blind spots” that may dampen their enthusiasm or even chase talented employees away.

• Creating WOWs for Customers

Exceptional customer experiences are imperative for any organization. In this program, Sandy helps front-line associates keep their end goal in mind; approach every customer as a “blank slate”; listen for what's being said, as well as what's not being said; and proactively discover creative ways to provide exceptional experiences customers will rave about!

• The Invaluable Assistant

As an admin, your position is “indispensable.” Beyond that there are mindsets, attributes and skills that executives prize in their executive assistants that move you from “indispensable” to “invaluable.” Knowing what your leader is looking for (often before they know), “having their back” by anticipating their needs, attending to things they overlook and acting with the agility and adaptability demanded of executives is as critical to your success as it is to theirs. In this program, Sandy shares the top mindsets, attributes and skills that help you become an invaluable strategic partner with your leader.

Every leader is different. But there is a clear path that leads to success in engaging teams and getting them to contribute at their highest levels and take ownership for their part in the organization's success. Sandy helps titled and untitled leaders find their own unique path that helps them find ways to engage their teams and get them to contribute while still remaining true to themselves.



What Sandy's Clients Are Saying:

"It's a real testimonial on your program when, months after the event, owners are still engaged in implementing the key points you stressed. Not only was your presentation entertaining, it is making a positive difference in our business."

– Jim George, President & CEO, The Snip-Its Corporation

"It was fantastic, I really enjoyed it!! I am also getting great feedback from the other guys as well. I have to admit this is surprising! Most of the supers are pretty skeptical of this type of thing and were basically kicking and screaming trying to get out of it! 90% of them really liked it and said they will try and implement some of the things that Sandy spoke about into their daily lives."

– Andrew Rogers, Dir. of Field Operations, Progressive Roofing

"After Kissimmee Utility Authority's managers and supervisors heard Sandy Geroux's presentation on delivering outstanding customer service, they were so impressed that they asked that she return to deliver this message to each and every KUA employee. Sandy complied with our request and exceeded everyone's expectations. Sandy puts everything into it... and she has a lot."

– Jim Welsh / CEO, Kissimmee Utility Authority

"You are a true gem. I am so impressed with the work you have done with the executive team. Their presentations were soooo good. You have really helped to shape their message and confidence in so many ways."

– Rick Silva, CEO, Checkers Drive-In Restaurants, Inc.



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