



## Serving Well: 4 Hour Interactive Keynote Session

*Practical, Proven Leadership Inspiration*

**Gene Smith, Williamson County**

### **Program Description:**

Your mission is clear... you're saving lives. Every day. Your competition is tough: heart attack, stroke, domestic violence, drug overdose... Often you don't know if you've succeeded on that call, but you tackle the next situation with the unwavering confidence to do everything you can. The most meaningful work is the hardest. Thank you for what you do every single day, call after call.

In this high-energy, highly interactive workshop, we will work with your team to create a Serving Well culture—a culture that blends the strong execution with the human spirit. Showing up strong for the community you serve—and for yourselves, your family, and the people you work with.

We will apply the Winning Well model (confidence, humility, results and relationships) through strategic storytelling, humor, interactive exercises, and action planning, your team will be inspired to identify and commit to the specific behaviors that will contribute to your serving well culture.

Your team will learn, laugh and most importantly leave with tools they can apply when they get back.

### **Program Logistics:**

**Date:** Tuesday, November 14<sup>th</sup>, 2018  
**Time:** 8:30 am – 12:30 pm  
**Participants:** TBD  
**Venue:** TBD  
**City:** Williamson County, TX



## Materials:



We will provide downloadable pdf versions of all the tools we present in the program for participants use. As well as our Winning Well card sort deck.

It would also be useful to purchase copies of our Winning Well playbook, which includes the tools we will use in the session and a wealth of addition tools. As a non-profit, we can provide these to you at our cost of \$15.00 per participant.

**Books:** If you would like to purchase copies of *Winning Well: A Manager's Guide to Getting Results Without Losing Your Soul*, We highly recommend the bulk rates and customer service at [CEO Reads](https://www.ceoreads.com/). Note: Amazon cannot guarantee timely delivery of bulk orders.





**Audio Visual:** In order to provide the best experience for your leaders, we request the following audio-visual elements:

**Microphones:** Two wireless lavalier microphones for presenters  
One handheld mic for audience interaction may be helpful.

**Projection & Audio:** We run our audio and visual program from our Mac laptop. For a connector to your supplied projector, please provide either an HDMI or a standard VGA + standard audio 'headphone' jack to house speakers.

**Screen:** Please ensure the screen is placed in such a way to allow full movement across the stage area without the speakers blocking the projection (eg: When using front-projection, the screen(s) can be placed on either side or above the stage area. When using front-projection, please ensure the projection does not take place across the stage area.)

**Room Set:** Ideally, for workshop experiences, banquet rounds or classroom setting is preferred. If this is not possible, please let us know prior to the event.

**Materials:** Easel chart / white board & three suitable markers in front of room for presenter use

**These AV and room elements will help provide the best experience for your attendees. If any of these are problematic, please let us know so we can discuss and find a way to resolve it to the benefit of your participants.**



**Karin Hurt**

**Author and international speaker and consultant Karin Hurt inspires transformational change.**

Recently named on Inc's list of 100 Great Leadership Speakers and American Management Association's 50 Leaders to Watch, Karin Hurt helps leaders from around the world achieve breakthrough results without losing their souls.

Karin has over two decades of experience in customer service, sales, and human resources. She's the award-winning author of 2 books: *Winning Well: A Manager's Guide to Getting Results-Without Losing Your Soul* and *Overcoming an Imperfect Boss*.

**A former Verizon Wireless executive, Karin transformed customer service outsourcing (96M calls/year) to reach parity in quality with internal centers and developed a leading sales team that won the President's Award for Customer Growth.**

Her programs inspire leaders with proven and practical leadership techniques developed over her rich career as an executive, speaker, and strategic advisor.

Karin has a BA in Communication from Wake Forest University, an MA from Towson University in Organizational Communication, and additional graduate work at the University of Maryland, where she teaches in the MBA and Executive Education programs.

She and her husband, David Dye, are dedicated to their philanthropic initiative, Winning Wells, which provides clean water wells to communities struggling with access to safe water throughout Southeast Asia.

Karin lives outside of Washington, DC. She knows the stillness of a yogi, the reflective road of a marathoner, and the joy of being a mom raising emerging leaders.



## DAVID DYE

**Author, international keynote speaker, and consultant  
David Dye gives leaders the roadmap they need  
to transform results.**

David works with leaders around the world who want to achieve breakthrough results without losing their soul (or mind) in the process.

He gets it because he's been there: a former executive and elected official, David has over two decades of experience leading teams, building organizations, and working with Boards of Directors to transform their effectiveness. He is the award-winning author of 2 books: *Winning Well: A Manager's Guide to Getting Results Without Losing Your Soul* and *The Seven Things Your Team Needs to Hear You Say*.

**Known for his optimism, for making difficult concepts understandable, and for moving leaders to immediate, practical action.**

David's keynotes and training programs help leaders across industries to increase their influence, solve common leadership frustrations, and improve productivity through practical leadership inspiration.

David has a BA in Political Science from the University of Colorado and a Masters Degree in Nonprofit Management from Regis University.

He and his wife, Karin Hurt, are dedicated to their philanthropic initiative, Winning Wells, which provides clean water wells to communities struggling with access to safe water throughout Southeast Asia.

David lives outside of Washington, DC. He loves the meditation of a hiking trail, the reward of high mountain peaks, and is proud of the impact his children are having around the world.



## Testimonials



“David and Karin worked really well with our team. It was **almost uncanny how relevant the content was – perfect for our team and the issues that we face** on a day-to-day basis.”

-Sean Barrett, VP Product Management, Albertsons

“Karin and David **light up the stage** through **dynamic storytelling** and **highly-practical leadership solutions** participants **can implement right away**. While they're teaching teamwork and communication, they're actually demonstrating it beautifully.”

-Kerri Phipps, MC, HR Asia

“**Dynamic and engaging...definitely one of the top 10 speakers that I’ve heard in my 40+ years**. I would highly recommend to speak at any event seeking interaction, practical knowledge and relevant application for any organization.”

-Roy Burton, Chief Financial Officer, PMIWDC, Ass’t Director, Treasury Inspector General

“The **Winning Well** approach is helping us to build the **focus, accountability, and competence** we need to provide a best-in-class customer experience in every interaction.”

-Megan Midura, Vice President, Human Resources, Star Gas

“Karin and David bring **executive leadership experience** and they know what they’re talking about. They provided **practical and easy to use tools** that we implement and use daily. As leaders, we’re doing better time management, spending more time with our people and running more effective meetings with stronger outcomes. We have a **common language that all leaders can use. Leaders** at every level are **empowered** and **truly owned the vision and the way forward**.”

-Carl Lytikainen, VP Customer Service, Mindbody

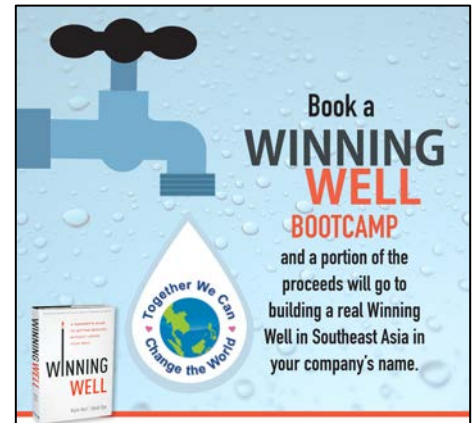


## Winning Wells

As part of our commitment to building a Winning Well World, and as a thank you for this engagement, we would be honored to build a clean drinking water Winning Well in Cambodia in your name. There is no additional cost or commitment on your part – it is our way of leaving a positive legacy.

For more information about Winning Wells see:

[Lets Grow Leaders – Giving Back](#)



## Investment

Program Fee: \$6000

The investment for this program is a flat fee. There are no travel expenses.

The program fee does not include optional copies of *Winning Well: A Manager's Guide to Getting Results* or the *Let's Grow Leaders Playbook*. We can include copies of the playbook at our cost of \$15 per participant.

Copies of Winning Well can be ordered from [CEO Reads](#).

## Program Agreement and Terms

**No Waiver of Sovereign Immunity or Powers:** Nothing in this agreement will be deemed to constitute a waiver of sovereign immunity or powers of licensee, the Williamson County Commissioners Court, or the Williamson County Judge.

**Termination for Convenience:** This agreement may be terminated at any time at the option of either party, without future or prospective liability for performance upon giving seven (7) days written notice thereof. In the event of termination, The County will only be liable for its pro rata share of services rendered and goods actually received.

**Texas Prompt Payment Act Compliance:** Payment for goods and services shall be governed by Chapter 2251 of the Texas Government Code. An invoice shall be deemed overdue the 31st day after the later of (1) the date licensee receives the goods under the contract; (2) the date the performance of the service under the contract is completed; or (3) the date the Williamson County Auditor receives an invoice for the goods or services. Interest charges for any overdue payments shall be paid by licensee in accordance with Texas Government Code Section 2251.025. More specifically, the rate of interest that shall accrue on a late payment is the rate



in effect on September 1 of licensee's fiscal year in which the payment becomes due. The said rate in effect on September 1 shall be equal to the sum of one percent (1%); and (2) the prime rate published in the Wall Street Journal on the first day of July of the preceding fiscal year that does not fall on a Saturday or Sunday.

Mediation: The parties agree to use mediation for dispute resolution prior to and formal legal action being taken on this Contract.

Venue and Governing Law: Venue of this contract shall be Williamson County, Texas, and the law of the State of Texas shall govern.

Right to Audit: SERVICE PROVIDER agrees that licensee or its duly authorized representatives shall, until the expiration of three (3) years after final payment under this Agreement, have access to and the right to examine and photocopy any and all books, documents, papers and records of SERVICE PROVIDER which are directly pertinent to the services to be performed under this Agreement for the purposes of making audits, examinations, excerpts, and transcriptions. SERVICE PROVIDER agrees that licensee shall have access during normal working hours to all necessary SERVICE PROVIDER facilities and shall be provided adequate and appropriate work space in order to conduct audits in compliance with the provisions of this section. licensee shall give SERVICE PROVIDER reasonable advance notice of intended audits.

Checks are payable to **Let's Grow Leaders**.

Please complete, sign, and date this agreement. Keep one copy for your records and email or mail a signed copy **with deposit** to david.dye@LetsGrowLeaders.com or 8704 Polished Pebble Way Laurel, MD 20723

I appreciate the trust you've placed in us and the opportunity to serve your leaders!

For Let's Grow Leaders, LLC:

For Wiliamson County

Karin Hurt  
CEO  
Aug 24, 2018

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_