REMARKABLE!

Description of Client Services

**Remarkable!**

Remarkable is an advisory and consulting group offering a variety of services that provide developmental tools and processes to enrich lives, elevate performance, and enable organizations to create compelling cultures. We are subject matter experts when it comes to content creation and delivery, focused on a wide variety of critical issues related to personal and professional development. We change lives and transform organizations for the good.

**Our Five Areas of Concentration:**

1. Creating Compelling Cultures of Value Creation

Organizational culture is the single most important differentiating factor that any group possesses. It’s the foundation of a healthy and productive work environment. Our book ***Remarkable!*** sets forth a framework of *Value Creation* and provides maxims which are fundamental to creating a compelling culture that inspires everyone to bring their best to the table every day. These “maxims” will maximize your performance.

1. Employee and Customer Experience Enhancement

Your brand will be defined by the experience of your customers. And that experience is totally dependent upon their interactions with your team members. ***The Roadmap to Remarkable!*** will equip your team members with the principles and practices that will guarantee that your customers receive Ultra-Luxury Service regardless of your offering or price point.

1. Leadership Development Experiences

Before you increase anyone’s responsibility, you must first expand their capability. Leveling up your leadership is critical to creating a relationally rich environment where your team members will flourish. While many leaders are subject matter experts, not all are equipped with the skills necessary to create healthy team dynamics. Based upon our book ***Relationomics***, we provide an experiential learning platform that will help any organization raise inspirational leaders worth following.

1. Executive Presence and Communication Coaching

Leadership can be challenging. The higher up one climbs in the organizational structure, the more critical Executive Presence becomes. Executive Presence refers to the ability to lead inspirationally. Long gone are the days of top-down dictates. People want to work *with* leaders not *for* leaders. Authenticity and transparency promote trust.

And trust is the commodity of leadership. To be effective, leaders must connect the personal passion of team members to corporate objectives. Before they can do that well, they must first connect with themselves and with others in a deeper way. Exploring what drives thoughts, feelings and behavior is core to developing a sound leadership pathway to productivity.

The “Executive Presence Coaching” is a two-day immersive experience for existing and emerging leaders. It also includes one-on-one coaching prior to the event, which takes participants on a personal introspective journey to becoming a leader worth following. This “retreat” is limited to 6-12 participants per session.

1. Emotional Health & Well-Being

We live in a world and work in environments that are fraught with volatility, uncertainty, complexity and ambiguity. This leads to increased anxiety, stress and depressive tendencies that can render people and teams ineffective. Learning how to face and embrace challenges and setbacks can help people stay focused and on-point regardless of the emotional distractions that may be present. Today’s work climate is constantly challenged with elements that can drain the energy and momentum of teams. Our ***Fireproof Happiness*** content will mitigate the risk factors by equipping team members with practical wisdom and proven principles to attain higher levels of resilience.

**Deployment Options:**

At ***Remarkable!*** we don’t have a cookie-cutter approach. Every client is unique in terms of their needs, priorities, and initiatives. Therefore, we try our best to customize our offering to meet your specific needs. Drawing upon our transformation content and a variety of deployment options, we are confident that the engagement we craft for you will accomplish your objectives and exceed your expectations.

Deployment options may include, but are not limited to:

* Keynotes for events, meetings, and conferences (usually 60-90 minutes)
* Live Immersive Workshops (may range from two hours to two days)
* Virtual training (typically reserved for geographically dispersed audiences)
* Executive Retreats
* Leadership Gatherings
* One-on-One Coaching (retained agreements only)
* Asynchronous training, utilizing our digital offerings on the Rali CxP
* Train-the-Trainer programs for those wanting to take our content in-house
* A combination of any/all of the above

**How We Work with Clients:**

**Project-Based Engagements**

A single engagement or multiple engagements may be booked. Once confirmed, we work with the client on specific messaging, crafting each engagement and presentation for maximum impact. We want to understand the audience, their needs, hopes, and expectations. Then, we work to craft a communication that resonates with the audience while also accomplishing the objectives as set forth by the sponsoring organization. We take great pride in the fact that ***Remarkable!*** presentations are consistently rated among the highest wherever we are asked to present. We attribute this to working closely with the sponsoring organization to craft a compelling message that complements the theme of the engagement(s).

**Keynotes**

Dr. Ross has presented on some of the largest stages across the country and internationally, whether for a company-wide meeting, sales team, association, or national convention. Keynotes may stand alone or be packaged with a break-out session, books, Lunch-N-Learn, Leadership Meal, and book signing. For more information, contact Susan@DrRandyRoss.com.

**Immersive Workshops**

We embed ourselves in the organization for maximum impact and create a holistic approach to address leadership development initiatives. Immersive workshops are provided on a regular basis, covering a variety of topics, with content designed to be progressive in nature. These workshops may include, but are not limited to:

1. The Roadmap to Remarkable – Addresses how to craft a compelling culture by creating better employee experiences that translate into stellar customer service.
2. Relationomics – Equips leaders to create relationally rich environments in which team members may flourish and inspires them to bring their best to work every day.
3. Fireproof Happiness – Develops a resilient workforce that is hopeful and happy, elevating productivity, innovation, and longevity.
4. Emotional Intelligence – Learning the essentials in reading and leading oneself and exploring how that impacts the ability to lead others with empathy and accountability.
5. Executive Presence – The principles and practices that are necessary to adopt to become a leader worth following.
6. Compelling Communication – Designed to help sharpen communication skills, enhancing the art of clarity by crafting compelling presentations.

These engagements tend to be more beneficial for organizations that have comprehensive leadership development initiatives across multiple business units. In essence, we become your trusted *Leadership Development Content Partner*.

**Rali CxP Digital Deployment**

We partnered with the Rali CxP (Change Experience Platform) to provide digital content. Rali is an innovative "new category" change solution. Unlike many platforms that merely push out content and hope for impact, Rali empowers measurable, scalable, and lasting behavior change, shaping the employee experience and driving continuous performance improvement. Rali helps ensure successful outcomes by uniting technology, behavioral science, and change management best practices into a first-of-its-kind Change Experience Platform.

Driving true behavior adoption requires a team-based approach that powers short cycles of learning, practice, and sharing over time. To activate this process, content from leading experts in business-critical areas has been built into Rali's Learn | Do | Inspire journey framework. Organized by groups, the core Learn | Do | Inspire flow is surrounded by a group member listing, discussion forum, leaderboard, resource library, and dashboard, all designed to keep people connected and moving forward together.

**Who We’ve Worked With:**

It has been our privilege to work alongside brands like GE Appliances, McDonald’s, Panasonic, Cox Automotive & Cox Communications, Compass Group, Chick-fil-A, Keller Williams, and the Intercontinental Hotel Group, just to name a few. Our work has been embraced by both local and global organizations. You may know many things, but you may not know others. But each is dedicated to investing deeply in their people and intent on crafting compelling cultures that inspire people to bring their best to work every day.

For more information on Dr. Randy Ross, the Rali CxP, and our offerings, please visit **DrRandyRoss.com** or contact Susan@DrRandyRoss.com