

LXbD Presents, Shane Green with “Team Leadership”

Shane Green is the Culture Hacker. World-renowned culture expert and consultant, Shane works with Fortune 500 leaders on customer experience and organizational culture. His book, *Culture Hacker*, is recognized as the guide, regardless of your company size, to elevating the employee experience.



With a foundation in hospitality and the Ritz Carlton Hotel Company, Shane has leveraged his expertise and experience to help iconic brands like the NBA, Westfield, Foot Locker, Net Jets Inc., W Hotels, MGM Resorts International, and BMW to reprogram their employees’ experiences, mindsets, and service habits to create loyal customers and raving fans.

Shane works with thought leaders, research groups, and publications from around the world to bring awareness to how companies can elevate individual engagement, performance, and leadership. He is a featured contributor to *Forbes Magazine* and *Achievers*. Shane hosts workshops around the world on building customer experience and culture strategies and is a leading voice in understanding the employee experience and its impact on the customer experience. He has also developed a series of classroom and virtual learning experiences led by his team of certified trainers.

“Once again the programs and training introduced to our leaders and associates have proven to be instrumental in creating change and instituting a culture of excellence in the most challenging of environments.

—John Higgins, COO, Cipriani

"[Shane] had a tremendous impact on our sales team, inspiring them to be more proactive in developing long-term relationships...His teaching style combines many different mediums of learning, which helps facilitate a more practical, engaging, and exciting experience for those listening."

—Ben Smith, CEO, Intelitech Employment Services





LX Overview

LX Name: “Team Leadership”

Why This LX Is Important: Shane Green’s team-building module, “Team Leadership,” is designed to introduce, remind, and reinforce essential leadership behaviors to frontline supervisors. As a result of attending this session, participants will be able to identify the necessary leadership behaviors that they will utilize to help their teams effectively communicate, collaborate, and solve problems. These leadership behaviors will ultimately help supervisors understand how to lead a team successfully, specifically so that they are empowered and have the tools to navigate any problem and handle challenges.

LX Length: 90 minutes in-person

LX Participants: Each session is designed for a maximum of 24 frontline supervisors.

LX Overview: Most frontline supervisors believe they are well adept at managing and resolving problems; however, supervisors lack the understanding to navigate challenges in a way that is collaborative and cognizant of any long- and short-term impacts. This learning experience is designed to pinpoint the critical leadership behaviors that will empower frontline supervisors to create a team of leaders—one that has the collaborative power to resolve any problem effectively and efficiently.

This in-person module includes unique activities that will stimulate your frontline leader’s creative and team-building abilities. By understanding the power of collaboration and the importance of using all resources available, these leaders will come out of the learning session better capable of leading a team through any challenge.

LX Takeaways: This interactive learning experience is designed with the following outcomes for each participant:

1. Participants will understand the habits and behaviors that help a team collaborate, communicate, and make decisions when faced with problems and challenges.
2. Participants will better understand how to use all resources available to them creatively.
3. Participants will understand what makes a team successful and how to implement these elements to cultivate a team of leaders.

Price (for a Certified Trainer): \$2,500 per session for up to 24 participants