



Mood Coaching & Consulting

*Presents*

**FALL 2011**

**“LUNCH ‘N LEARN” Series**

Employers, employees and individuals alike will not want to miss out on this leadership series! Everything rises and falls on leadership. Period.

Join us as Pam Mood brings us through important leadership truths that, when followed, will transform the way we lead and impact ourselves and others both personally and professionally.

*Then watch that positive impact on our businesses...  
way to grow!*

# Mood Coaching & Consulting

## FALL 2011 "LUNCH 'N LEARN" SERIES

**DATES:** Wednesdays: September 21, October 5 and October 12

**TIME:** 11:00-1:00

**PLACE:** Rudders – upstairs loft – 96 Water Street, Yarmouth

**COST:** \$50.00\* (tax incl.) per session includes a power-packed session, material and lunch!

**Special  
group rates:  
Register five  
participants  
and the sixth  
is FREE!**

**Space is limited so register by  
the Friday before each session  
one of two ways:**

Email [pam@moodcoaching.com](mailto:pam@moodcoaching.com) with names of attendees. Include dates (or just tell us "all sessions"! Payment by cash or cheque will be accepted at the door; Go to [www.moodcoaching.com](http://www.moodcoaching.com) to register and pay by credit card.

### Your sessions:

#### LEAD 'EM... NO TITLE REQUIRED! - September 21

Leadership is influence and anyone, regardless of title or position, has the power to influence others. Many of our finest leaders are not sitting in the "boss's" seat, yet have a huge impact right where they are. This session will help participants recognize their individual power to lead from wherever they are. Managers will learn to identify these leadership traits in others and in themselves, and at the same time identify leadership-limiting traits, in turn moving everyone forward in the most positive manner.

The result? Everyone within the organization, regardless of position, will be stepping up: win-win!

#### LEADING THROUGH TURMOIL - October 5

We can each agree that times are difficult. This session will walk you through "How to lead in difficult times". Feel like things are getting out of control? You're not alone. Anyone can lead when things are going great, but take away a budget, jobs or security, instill a bit of economic (or other) fear, and look out - it gets ugly! How do you play your part in ensuring things run smoothly and that quality of service is not threatened? And how can you lead in such a way that things don't worsen or even stay the same, but they actually get better? Hang on, it'll be quite a ride, but well worth it!

#### LEADING YOUR CUSTOMERS... in the door or out?! - October 12

Let's be honest – It's time to stop blaming it ALL on the economy. We've all walked into businesses and left knowing we'd never return. This session will cover the desperate importance of all aspects of dealing with customers – from our demeanor, language, actions and so much more. To be honest, it appears some business owners and employees may not understand the drastic impact of one small mistake that has clients running elsewhere, and then wondering where they've gone. Oh, and if you're counting on word-of-mouth advertising, think... what have you done to influence what they might be saying...hmmm...

### About your presenter:

Dynamic, energetic and humorous, Pam Mood's "tell- it-like-it-is" approach has made her a much sought-after workshop facilitator and motivational speaker! Pam has the wonderful ability to connect with audiences and firmly believes that laughter and honesty break down walls, allowing much-needed information into our lives.

CEO of Mood Coaching & Consulting, Pam has traveled throughout Canada and the U.S. delivering hundreds of workshops with outstanding results. Her messages are invariably catalysts for the positive changes we've been seeking in our personal and professional lives!

As Pam's clients can attest, her passion and excitement are contagious in the most positive way, and she ensures the objective behind Mood Coaching & Consulting – "Challenging Your Potential" - is met!



**QUESTIONS? Contact [pam@moodcoaching.com](mailto:pam@moodcoaching.com) or call 902-742-4265**