



Lesson Plan Inventory 2016

"Results through Reality Based Learning"

Programs at a Glance:

Applicable to all staff, all managers, all positions and all industries

The Evolution of Service - Part 1
The Evolution of Service - Part 2 (Improv)

Applicable to all managers, all positions and all industries

The Spirit of Leadership - Module 1
Status Quo versus Change - Module 2
The Coaching Code of Conduct - Module 3
The 12-minute Pre-Shift - Module 4

Standalone programs for theme specific learning

Speaking as a Life-Skill
Food and Beverage Skill-Set Education

Introduction:

Q-Principle is a widely recognized change agent firm which specializes in reality based learning and drives remarkable results in changing human behaviors. Q-Principle uses ground breaking educational implementation methods like self-discovery, Improv and human intervention methodologies to translate content into embraced learning. This uniquely designed curriculum promotes free thinking and sends connective signals where the audience links emotionally with real time components such as motive, reason and will-power. The lesson plan translates content into behavioral movement of change by promoting natural and transparent solutions systems which are applicable in business as well as in life. It's where energy, passion, purpose and free-willed performance come together and move the needle of change. It can be seen as the new game changer for personal and professional growth.

Training Methodologies:

Q-Principle subscribes to three core adult learning methodologies

Self -Discovered Learning (Reality based learning)

Q-Principle's new design on active adult learning is revolutionary and delivers astonishing results. Interactive activities are blended with reality based content and translated through self-challenging thought shifters. The learning receptiveness of the audience becomes remarkable and is sustained through motive, reason and self-discovery. Q-Principle applies real time materials such as stories, events, videos, studies and research data and delivers each segment to connect the lesson plan with the reality of each participant. The concept is fun and reward driven that provides the audience with support, motive and the feeling of success, achievement and accomplishment. It makes people think and that is the first step for sustainable change.

Simulation Learning (Experimental Learning)

This practical "planted surprise" learning experience puts participants in a life "simulator" and experiencing unexpected situations just like in real life. The experimental games are designed to re-model learning receptiveness and pay closer attention to the "little" factors while solving the bigger problems. This particular simulation technique was inspired by the signature learning application "Reggio Emilia" which champions learning for children through hands on experimental and conclusive discovery. The learning application enables possibilities to explore and capture new ways of connecting content while enabling participants with the freedom to control their way of preferred learning. It can be seen as an experiential simulation that transports the audience into real-time situation and experience unforced learning through playful yet realistic scene reproductions.

Impromptu Learning (Human Intervention Development)

Inspired by the traditional “Improv acting platform”, this learning method will equip participants with strategies and tactics for quick thinking, advanced listening skills and smooth response techniques. This technique creates “in the moment” scenarios with obstacles and difficulties, and participants have to act quickly and overcome each challenge just like in real life.

Language:

All programs are facilitated in English. In the moment verbal translations by a translator is a common practice and does not present any problems or any loss of content.

Course Inventory:

Each of the below listed education seminars (Capsules) can function as a standalone product but also work well as a progressive modulation. The individual seminars and topics can be modified and authenticated based on industry, audience-demographic and domain objectives.

Seminar 1

The Evolution of Service Part One

- Self-beneficial growth mechanism (2-3 Hours)
- Designed for all people, all positions (People specific)
- Open seating (10 – 1000 participants)
- Cornerstone program on service excellence and life-culture development (Thought shifter)

Lesson Plan Support Description:

“We can only share what we have” - Before we can display effective service principles towards others we need to upload our own values and belief systems first. This cornerstone workshop on service and cultural strategies will set the tone and reveal the principle for creating a sustainable service initiative. It can be seen as the ‘DNA’ and will help set the “Pulse” for self-discovery, and promotes change abilities as it relates to service, creativity and team cohesiveness. This high energy program is designed to kick off the initiative with a positive yet challenging topic as it relates to service philosophies and the responsibility we carry to display service as a role model.

Program Topics:

- *Motive and reason (buy in) (We can only share what we have)*
- *Oh no.... I have to go to work (Service inhibitors)*
- *The past, present and future (The reason Why?)*
- *Bio-magnetic energy (How our “vibes” contribute to the way others feel about us)*
- *Service as a life skill (The four step formula)*
- *The art of creative thinking (Service in 3-D)*
- *Self-accountability (Values and higher purpose)*
- *The “true” value of a team (Team exercise)*

Program Objectives:

This service excellence seminar will enable participants to:

- ✓ Obtain a higher sense of pride and self-appreciation (self-discovery)
- ✓ Develop new passion for providing meaningful service
- ✓ Discover the ability to shift from entitlement to gratitude (Reality shifter)
- ✓ Letting go of negative past experiences and replacing them with forward thinking opportunities
- ✓ Re-connect with fundamental principles like values and higher purpose
- ✓ Learn fresh ways to initiate positive social skills through controlled interactive behaviors
- ✓ Create a personal formula to provide memorable service (Instill purposeful feelings)
- ✓ Learn new strategies and tactics to deal with frustrating moments
- ✓ Gain confidence and will power to navigate through difficult moments (Self-appreciation)
- ✓ Get a better understanding how to use effective recovery strategies
- ✓ Gain willingness to work with others and to understand the true meaning of teamwork
- ✓ Develop and drive a positive outlook for work and life. (Energy maker)
- ✓ Create a “tool-box” of industry best practices and service creativity
- ✓ Make the audience think and let them discover their own belief systems
- ✓ Provide inspiring information that service is more than just a job description
- ✓ Discover that being a servant or providing the art of service is not naturally inclusive
- ✓ Learn to unlearn and re-learn new possibilities of powerful self-representation at work and in life
- ✓ Become more understanding and generally be a nicer person when dealing with others

*Seminar 1 / 2***The Evolution of Service Part Two**

- Lesson plan through “Improv” learning activities (2-3 Hours)
- Designed for all guest interactive staff
- Between 14-20 participants
- Reenactment exercises through reality based learning (Practical experience)

This Improv class on advanced communication is just one example we offer. Q-Principle has a total of 7 different Improv classes and uses a wide variety of Improv games for content implementation. The classes can be facilitated for a broad range of audiences as well as departmentalized and geared towards a specific group and / or specific job requirement. Other Improv classes include: Conflict Resolution, Think on your Feet, Frustration Management, Interactive Coaching, Advanced Regulating Skills, Leadership Innovation and Character Profiling.

Lesson Plan Support Description:

This advanced improvisational dynamics workshop for mastering service communication skills in business is the newest and “Hottest” trend in adult learning. Created and inspired by Professional Improvisation Actors and Directors, the program utilizes experimental learning through “Improv” methodologies and coach’s critical interactive behaviors. This learning process teaches quick thinking and enables participants with unique response-methods while showing confidence and courage when reacting to real-time scenarios. This program will take participants out of their comfort zone in a fun and none embarrassing way and get everyone involved to reenact to in the moment situations based on true human emotions.

Program Topics:

- Warm up games (Letting go of negative emotions)
- Yes...and (The two-way form of interactive communication)
- Regulating game (Concentration game to shift emotions from negative to positive)
- Mute communication (When the body speaks)
- Sit Stand Lean (Multi-tasking while holding a conversation)
- The “negative” gift (Turn a negative message into a positive outcome)
- The crazy 10 (Energy game)
- Repeat after me (Mirroring tone and body language to match emotions)
- Closing game (Teambuilding game)

Program Objectives:

This service excellence program will enable participants to:

- ✓ Enrich participants with a new form of emotional thought regulation (Shift from neutral to positive through practical game experience)
- ✓ Learn and understand the science of advanced communication through controlled interactions
- ✓ Read the body language of others
- ✓ React mutual to the body language of others
- ✓ Control and manage the many choices of our tonality
- ✓ Influence the mind of others and change them from negative to positive
- ✓ Gain best practices in holding a meaningful conversation
- ✓ Multi-task and hold various conversations at the same time while paying attention to each team member
- ✓ Become generally more comfortable in communicating with others
- ✓ Counter reflect while holding though conversations
- ✓ Maintain positive energy regardless of interpersonal emotions

Seminar 1 /3

The Spirit of Leadership Module One

- Advanced Leadership Fundamentals (Core competencies) (2-3 Hours)
- Designed for all managers, all positions
- Between 20-30 participants
- Thought shifter through reality based learning

Lesson Plan Support Description:

Is the continuation of “The Evolution of Service” and adds management specific components such as strategies, tactics and industry best practices, it serves as a think-changer to establish new and innovative leadership forward thinking methodologies. The content enriched by group activities, coaches’ pro-active thinking and meaningful guidance principles when dealing with staff and co-workers. This workshop on embraced learning and innovative leadership principles will unearth challenges and obstacles within the scope of management and establish concepts and solution systems to overcome those road blocks. We include ideas and industry best practices on solution management, change management, effective communication techniques and other critical elements to drive the purpose of leadership back to the forefront.

Program Topics:

- *Management versus leadership (The difference is critical)*
- *Vision before directions (Identifying where to go)*
- *The prefrontal cortex (Our autopilot of in the moment reactions and will-power)*
- *Motive and reason for human kind (Knowing the motivators)*
- *The four characters in leadership (Learn about your own tendencies)*
- *The “W” in leadership (The Why?)*
- *Generational change (The future)*
- *Compare with what, who? (Leadership tactics and strategies)*
- *The true meaning of team (The sum of all is greater than any individual performance)*

Program Objectives:

This leadership distinction program will enable participants to:

- ✓ Experience a fundamental mind-shift as it relates to management versus leadership
- ✓ Gain access to new studies and industry best practices as it relates to motive and reason
- ✓ Find inspiration to manage human beings versus employees
- ✓ Establish strategies and tactics to establish sustainable leadership systems (Directives)
- ✓ Recognize that being a go-getter is not necessarily equal to being a leader
- ✓ Establish new ways of managing staff and bring service back to the forefront
- ✓ Learn to re-load the prefrontal cortex (Remote control for instant decision making) (Neurology)
- ✓ Identify individual leadership tendencies and how to blend behavioral modifiers for a better balance
- ✓ Design a better filter system and keep stress and pressure away from staff
- ✓ Learn how the “why” is most critical in getting respected as a leader
- ✓ Be able to shift conversational strategies within different generations (Motive maker)
- ✓ Create a drive shaft for constant improvement (Umdenken – German High performance formula)
- ✓ Coach for progress, celebrate results and reward willingness
- ✓ Gain a portfolio on interactive and creative teambuilding games
- ✓ See the difference between a job well done and the well-being of a team

Seminar 1 / 4

Status Quo versus Change Module Two

- Advanced Leadership Fundamentals (Creativity and change specific) (2-3 Hours)
- Designed for all managers, all positions
- Between 20-30 participants
- Thought shifter through reality based learning

Lesson Plan Support Description:

This workshop offers insights understanding and clarity as it relates to future business demands, needed change indicators and behavioral alignments of various generations. The playful yet realistic scene reproductions will encompass critical elements as it relates to initiating and managing change and coordinate the need and expectations of people from all age-bands. We include lots of audience participation, simulation-play and group learning components to enhance the roll-out approach and gain better buy in and receptiveness. The program delivers industry specific content based on real stories and personal motive – family, life balance and self-appreciation. The program enhanced with “cleverness” components, sets the target for advanced movement strategies when promoting change.

Program Topics:

- *Celebrating adversity (Recognizing that being “different” is not a disadvantage)*
- *Panorama (The greater vision – Identify where change is needed) (People, systems, culture)*
- *Calculated versus rational decision making (Oppositional defiance disorder)*
- *The four characters in leadership (Learn about your own tendencies)*
- *Time management (Either time manages us or we manage time)*
- *Change implementation strategies (Change by meaning and positive results)*
- *Lateral thinking (Brain games to activate solution driven change in 3-D)*

Program Objectives:

This leadership distinction program will enable participants to:

- ✓ Identify the need for change. Create a sharper vision why change is needed and where
- ✓ Learn to appreciate the difference in people
- ✓ Gain tools and understanding to create a change implementation plan (Short term – long term)
- ✓ Stay calm and collected in challenging moments and not to overreact
- ✓ Obtain the knowledge to blend leadership characters for a more balanced presence

- ✓ Find fresh ways to manage time through effective systems (Future growth plan)
- ✓ Get industry best practices on how to implement lasting change with impact (How other industries do it?)
- ✓ Solve challenges through emotional and rational intelligence (Change solutions – left brain / right brain)

Seminar 1 / 5

Coaching Code of Conduct Module Three

- Advanced Leadership Fundamentals (Coaching strategies for cultural growth) (2-3 Hours)
- Designed for all managers, all positions
- Between 20-30 participants
- Thought shifter through reality based learning

Lesson Plan Support Description:

Silence is a form of approval and there are many reasons as to why managers are challenged in guiding their teams effectively and produce winning results. This workshop concentrates on translating brand culture promise into authentic realities. Any business-culture is created by the organization and upheld by the very actions of the team. Meaningful coaching is the ultimate translator between mission, vision and reality. This workshop on effective coaching strategies will enrich the audience with ideas and new guidance standards. Coaching is not equal to telling and counseling is not the same than coaching. The simulation and “Improv” specific workshop will challenge the audience to reenact real-time scenarios and gain experience while navigate through difficult coaching moments.

Program Topics:

- *The individual development plan (Knowing who needs what?)*
- *Watch but see it differently (Identify coaching opportunities)*
- *Master the art of listening (Improv games)*
- *Meaningful coaching (The three different coaching methods)*
- *Counseling without making it personal (The difference between coaching and counseling)*
- *The game changer (Innovative change agents)*
- *Lateral thinking (Closing game – Problem solving)*
- *Motivational closing exercise*

Program Objectives:

This leadership distinction program will enable participants to:

- ✓ Enrich the audience with knowledge and insight as it relates to the meaning of coaching
- ✓ Empower the audience with confidence and tools to change the performance abilities of others through interactive coaching games
- ✓ Provide the audience with comprehensive insight on the importance of modern staff development
- ✓ Enable participants to overcome frustration and stay positive when coaching others
- ✓ Provide the audience with intelligence tools to become better listeners
- ✓ Learn about teambuilding exercises which will be helpful during coaching sessions
- ✓ Gain access to three fundamental coaching formulas (In the moment coaching, phantom coaching and coaching in the “grey” zone)
- ✓ Enable participants to have confidence and control even during tougher coaching conversations
- ✓ Learn the difference that coaching is not equal to counseling

Seminar 1 / 6

The 12 Minute Pre-Shift Module Four

- Advanced Leadership Fundamentals (Design of effective meetings) (2-3 Hours)
- Designed for all managers, all positions
- Between 20-30 participants
- Thought shifter through reality based learning

Lesson Plan Support Description:

An interactive coaching program where drama, humor and learning is infused into valuable take away content for managers to deliver a more powerful and effective shift meeting. A ten-year employee went through 2400 shift meetings and based on research, their receptiveness has diminished. Exercises are tailored to enhance knowledge, creativity, best practices and strategies to research, prepare and facilitate a skillful and effective meeting with positive impact. Furthermore, we identify the true purpose of a shift meeting and why it is critical to bring positive meetings back to the forefront. This workshop is a discovery course to find fresh ways to make learning fun, content specific and interactive. We utilize games, group discussions, stories and sharing to turn a predictable meeting into a new and re-defined experience.

Program Topics:

- Preparation for an effective meeting (Research and content alignment)
- Project a successfully
- Smile, eye contact, body language, energy and tone of voice
- Powerful opener
- Flow of meeting: agenda, professional content
- Audience participation through role-play, improv, stories and games (Blended learning)
- Powerful closure

Program Objectives:

This leadership distinction program will enable participants to:

- ✓ Bring the importance of better shift meetings back to the forefront
- ✓ Learn that a spoken message is often not retained and has little effect over time
- ✓ Gain the ability to design a meaningful meeting framework
- ✓ Change a predictable meeting and turn it into embraced learning through strategies and systems
- ✓ Become a better presenter through practical exercises (Body posture, tonality, energy, voice reflections)
- ✓ Gain knowledge in basic public speaking skills
- ✓ Design your own meeting and present it live in front of the group

Each of the below listed education seminars function as a standalone product. The individual seminars and topics can be modified and authenticated based on industry, audience-demographic and domain objectives.

Seminar 1 / 1

Speaking as a Life-Skill

- Impacting Speaking Skills (6-10 Hours) (3 – 5 modules @ 2 hours)
- Designed for anyone who likes to improve on their speaking skills
- Between 6-10 participants
- Thought shifter through reality based learning and experimental discovery

Lesson Plan Support Description:

This advanced multiple workshop approach seminar on public speaking will provide participants with greater abilities for self-representation; be magnetic and charismatic when presenting on stage and hold the interest of an audience over a lengthy amount of time. Participants will gain skill and experience in terms of their stage personality and learn to become masters in the art of story-telling. Regulate and control emotions and steer their audiences into a desired stage of learning. It will provide participants with new strategies on program architecture, plan and design captivating speeches, regardless of content or theme. The group interactive simulation approach allows for experiential learning while gaining practical momentum to rescue a speech and turn a “Now what?” moment into a seamless recovery. It teaches the participants to deliver a passionate and memorable feature while demonstrating confidence and commitment for the content at hand.

Program Topics: (Content will be segmented into 3 -4 individual workshops)

- *The purpose of speaking (Identifying common motive and warm up games)*
- *Content filming (Comparing movement and body language with the spoken word)*
- *Equalization (Speaking and body language in harmony)*
- *Energy and passion (Bio-magnetic energy and the way we are perceived on stage)*
- *Vocal exercises (Breaks between sentences and adding emotional context while we speak)*
- *Practice (Put the learned techniques into good use)*
- *Higher purpose and motive (Make the audience feel the importance of your speech)*
- *Impacting opener (Bridge) (Meaningful introduction without ego and / or higher being)*
- *Content (Bridge) (Deliver the meaning of content with interest and impact)*
- *Blended learning (Bridge) (Creative stage games and audience ice breakers)*
- *Powerful closure (Engage in the art of storytelling)*
- *Practice (Put the learned techniques into good use)*
- *Read the audience (Identify conditions and group dynamics)*
- *Do's and don'ts (Techniques and best practices)*
- *What if? (Recovery strategies)*
- *The challenge (Presentation styles)*
- *Content filming (Gaging progress)*

Program Objectives:

This program will enable participants to:

- ✓ Gain greater abilities for self-representation; become more magnetic and charismatic when presenting on stage
- ✓ Hold the interest of an audience over a lengthy amount of time
- ✓ Bring body movement, expression and energy in harmony with the spoken word
- ✓ Obtain skill and experience in terms of stage personality
- ✓ Learn to become a masters in the art of story-telling
- ✓ Regulate and control emotions and steer their audiences into a desired stage of learning
- ✓ Gain new strategies on program architecture, plan and design captivating speeches, regardless of content or theme
- ✓ Establish experience and practice to rescue a speech and turn a “Now what?” moment into a seamless recovery
- ✓ To overcome “stage fright” and learn to control censoring effects
- ✓ How to deliver a passionate and memorable feature while demonstrating confidence and commitment for the content at hand

Seminar 1 / 1

Food and Beverage Service Excellence

- Skill set specific learning (6-12 Hours) (3 – 6 modules @ 2 hours) (Introduction, Application, Explanation)
- Designed for F&B staff and management
- Between 14-20 participants
- Thought shifter through reality based learning and experimental discovery

Lesson Plan Support Description:

The audience becomes the center of this program and experiences each service sequence in form of hands on practical rehearsal applications. The by the group designed skill-set specific brand standards are segmented into individual steps and then divided through progressive activity breakdowns. Each activity breakdown is then coached by a three step learning system. (Introduction, - Application, - Explanation)

Introduction: *The coach introduces the specific activity breakdown*

Application: *The coach demonstrates the activity first / each employee will practice the task*

Explanation: *Group discussion to set the stage and establish buy-in*

Program Topics:

Module One – Individual Training Design (Leadership Version - Managers only)

- F&B experiences (Stories and vision)
- F&B through the eyes of a guest / customer / member (Setting expectations)
- What is service? (Establishing common ground and mutual directives / Motive)
- What are some service inhibitors? (Group discussion)
- The sequence of service (Designing the flow – service-touch points / Group exercise)
- Architecture (Each participant is building their own Food and Beverage SOP specifics based on the established protocol)

Module Two – Activity Breakdowns Segment 1 (Staff and Managers)

- Opening stories and warm-up exercises – (Push past your point of comfort – Improv)
- Image (Facial expression and the spoken word – energy – Improv)
- Restaurant ready condition (Setting a perfect table / in perfect harmony)
- Working the Hostess Desk (Scenarios and Phone Etiquette / Simulator)
- Welcoming a guest / member to the restaurant (Hostess specific / Simulator)
- Handling silver and glassware (Proper protocol to carry silverware and glassware)
- Identifying the guests and their bio magnetic energy
- The mirror (Matching tone and body language – Improv)
- Greeting guests at the table (The signature / Simulator)
- Interrupting the guest while they are in midst of a conversation (Scene specific – Improv)
- Guest “throws” a quick beverage order: - “A beer” or “I have an iced tea” (Scene specific – Improv)
- Bread & Water Service (Location and introduction)
- Recording a drink order (Upselling techniques and directive selling / Simulator)
- Closeout game (Motivational group game)

Module Three – Activity Breakdowns Segment 2 (Staff and Managers)

- Quick recap of segment one (Q&A)
- Opening story (Motivational)
- Serving drinks (Popper protocol / hand-body-knee position / facial expression)
- Specials and menu knowledge (Where? / How? / Why?) (Strategies to speak intelligently about food items)
- Personal Recommendations (Upselling and quick respond methods)
- Professionally hand carrying three (3) plates (The race / group game)
- Recording a food order professionally (Proper protocol / repeating the order)
- Reacting to special guest requests (Instant reactive decision making abilities – Improv)
- Marking with silverware (Table management)
- Synchronized serving (Teamwork and team assist)
- Closeout game (Motivational group game)
- Practice homework before module two (Preparation)

Module Four – Activity Breakdowns Segment 3 (Staff and Managers)

- Quick recap of segment one and two
- Opening story (Motivational)
- Quality checks – “The clock routine” (Strategies and Tactics / Simulation)
- What if? (Reality scenarios – Improv)
- Synchronized Clearing – Protocol (Group exercise / Simulation)
- Table maintenance (Simulation)
- Dessert and coffee service (Simulation)
- Final quality check (Protocol and Clock routine)
- Presenting the check (Simulation)
- Farewell guests by escorting them to the door (Professional protocol / Simulation)
- Special service enhancers: (Inspiration makers and advances service protocol)
- Closing exercise

Program Objectives:

This program will enable participants to:

(Leadership Version – For F&B Managers)

- ✓ Gain techniques to design custom F&B sequence of service standard operating procedure manuals
- ✓ Become comfortable in walking through an entire sequence of service protocol and recognize critical service “touch-points”
- ✓ Gain skill and experience in terms of observational techniques
- ✓ Learn to multi-observe do's and don'ts with distinction
- ✓ Experience the service training platform from the “employee” point of view. Each participant will go through the entire sequence of service while practicing the individual activity breakdowns and while being coached
- ✓ Gain new and current F&B coaching strategies to implement S.O.P specific manuals
- ✓ Coach and correct each other using the learned behaviors while reenacting individual activity breakdowns
- ✓ Establish experience and practice to become an effective mentor
- ✓ Design an individual mentoring system which can be used to guide employees to the next level
- ✓ Design a comprehensive learning calendar which can be used to keep the training initiative on track
- ✓ Integrate F&B skill-set trainings into short pre-shift friendly activities

(Employee Version – For F&B Staff)

- ✓ Re-gain passion for the industry and recognize the importance of proper service
- ✓ Learn to modify and apply different service application based on guest's expectation
- ✓ Gain self-confidence and poise while dealing with guests
- ✓ Become more consistent through knowledge and practice
- ✓ Learn about the importance of proper body posture and energetic tone of voice
- ✓ Obtain practical experience for pressure free upselling techniques
- ✓ Learn how to speak professionally about food and beverage
- ✓ Know what to do when guests have a special request
- ✓ Know how to handle a guest concern
- ✓ Apply a skillful performance throughout all the F&B skill-set competencies. (Service protocol)
- ✓ Support others through better teamwork

Course Certification:

Participants will be honored with a certification of “Course Completion” after the course / courses have completed.

Program Take Away: (Sustainability)

Each participant will be provided with a detailed post-recap handbook. The work documents are filled with quotes, sayings, themes and lesson plan competencies to sustain the seminar over time. It's a welcomed take away tool and serves as a content reminder for future use. Video filming and e-learning materials can be created upon request and are not included in the general package price.

Facilitator's Profile:



Andy Stangenberg, CEO Q-Principle USA / Q-Principle Asia Pacific

Andy Stangenberg, one of the top ranked inspirational speakers, iconic international coach and master of storytelling. With over 28 years of experience in the operational field of the service industry in six different countries, Stangenberg has developed a tremendous understanding of service excellence and the importance of service engagement between associates, guests and members. He has taught topics on service and leadership in many countries and has owned and operated private hospitality schools in Aruba and Maui.

His experience as an executive hotel director required him to play a constant role as a coach and trainer, strengthening the connective qualities between human beings. Stangenberg has been featured as a keynote speaker in many conventions around the globe, including world conferences in Las Vegas, Orlando, New Orleans, San Diego, London, Shanghai, Singapore, Jakarta, Zurich and Honolulu to name a few.

Stangenberg is used by leading global companies as master coach, responsible for employee and leadership development. He also acts as a business coach and reality coach and works with individuals to develop their professional careers and their personal life culture. His energetic and captivating presentation style has earned him the reputation as one of the top speakers of our times and is a master in the art of storytelling. Stangenberg facilitates fluently in English and German.



Brian Williamson, Vice President of Sales and Operations, Q-Principle Inc.

With over 21 years of experience in the operational field, sales, and catering of the service industry, Brian's understanding of that, "service is a feeling", and the importance of service engagement between associates, guests, members and customers, has guided him to a successful career in the hospitality industry. He has been educated by the top French culinary schools, prestigious Country Club organizations, American Culinary Federation, and top grossing hotel chains. His experience as an executive hotel director required him to implement, coach and train managers in understanding how to engage employees on all levels. Brian's direct, interactive and motivational style of facilitating "blended learning" from the core goals of Q-Principle has touched and influenced thousands of associates and leaders in all areas of hotels, clubs and service organizations. Brian also specializes in teaching younger generation managers to become more effective leaders by understanding what it is like to be in the guest shoes, as well as the employee and director's shoes, thus creating a more effective communication platform. Q-Principle has received numerous leadership awards and is currently used by world leading resorts and clubs as the source for coaching and learning, responsible for employee and leadership development. Brian's focus on the technical skills and strategic curriculum design has earned him numerous awards in the field of education and the hospitality industry.