

There's an old saying about being all dressed up with no place to go. In business it would be the same as having great products, great employees, and no customers. We understand that customer retention is the lifeblood of business growth. We also know that customer satisfaction is controlled internally through your sales and customer service staff. We show you how to train them to understand the importance of customer satisfaction. We help you with methods to keep your internal people aware of their tone of voice, how to be flexible in their responses to problems, and how to make your customers feel that they are special to you and your staff. No ticket, no shirt. No customers, No business. It's as simple as that.

The MWH Group works with your business to help improve with measurable results.

"Our work with MWH Group commenced at a pivotal moment in our company's history. With 50 years behind us as a small entity, we were poised for rapid growth and engagement in a competitive scenario with major corporate players. At a point when small entities would most likely sell out, we opted to empower ourselves and take the path of becoming a major player. The MWH Group participated by training key members of our organization to understand that path, embrace that vision, and to form the organization's structure and processes around and in support of that commitment to success. We learned much, and continue to use those resources, tools, and clarity of thought gained through working with the MWH Group as we proceed along our challenging path."

Peter Nagy, CEO
Valplast International Corporation

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inspiring high-performance teams

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*"talent wins games,
but teamwork and intelligence
wins championships"*

- Michael Jordan

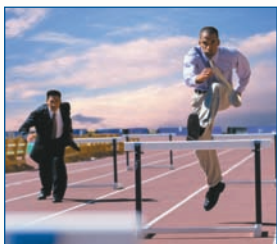
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The MWH Group helps business owners achieve their vision and improve their bottom line by harnessing the enormous power of collaboration and teamwork. By helping them align around a common vision, mission and purpose, we improve their focus on productivity and profitability.

Team Effectiveness

Creating team effectiveness is probably the single most important strategy that we bring to our clients.



An effective team effort can overcome virtually any hurdle. When team members act

together, in concert with each other, it's the overwhelming power of the team that can break through barriers previously assumed to be rock-solid.

Our intensive team-building programs are designed to increase the productivity of any business.

- **Group Support**
- **High Performance Team Building**
- **Creating Powerful Meetings**
- **Leveraging the Power of Participation**
- **Leadership Development**
- **Management Development**

We show you how to create an effective, elite team of managers who feel free to discuss mutual and exclusive problems together and how to overcome the natural tendency for inter-departmental rivalries.

Enabling Effective Communications

We show you how you and your employees can learn to communicate effectively through powerful, pro-active communications workshops including effective dialoguing skills and active listening.

Collaborative Leadership

We show you how to solicit suggestions, build "ownership" around them, how to sift through them, how to understand the motivation, how to tactfully reject input, and how to properly credit the source.

Managing Differences

We show you how to spot the hidden differences, how to effectively bring them out in open discussion, and how to turn them into an asset.

Using Conflict Creatively

We show you how to recognize the root cause of conflicts and how to deal with it creatively to the advantage of your business.

Individualized Support

We show you the best way to achieve an effective, strong team is by having strong team members. We design custom workshops and strategies to help individual team members improve those key areas that require strengthening.

"Well I just have to tell you, you delivered. You said what you meant, and you meant what you said, and you did it. Thank you. I've gotten lots of calls with lots of thank yous to you. I appreciate all your hard work, Marc. The responses have been excellent and it's a compliment to you. Over half of the participants have called me to personally express their gratitude for your work and they can't wait for the next session. Thank you."

John Wagner, SVP
Lemon Tree Family Hair Salons

Coaching for Innovation

Our Coaching for Innovation workshop develops specific communication skills among leaders to encourage innovative thinking patterns, and support their colleagues' autonomy and inner motivation.

Data Driven Through Customized Surveys

All the planning, teaching, coaching, and team building aren't really worth anything without a yardstick to measure the results. At the end of the day you need to see how far you've gone, what you have achieved, and how much further there is to go.

We quantify the qualitative issues that can make or break your company through data-driven surveys that measure customer and employee satisfaction and loyalty. The results give you a clear picture of your position in the marketplace and identify your company's strengths, weaknesses, opportunities and threats. This critical data helps the MWH Group create a roadmap for your future and a measurable basis for gauging success.

Whether you're running a large business or just a department, a professional service firm, franchise, or a family owned business, the MWH Group can help you achieve your goals.

"Marc Horowitz and the MWH Group's work has proved invaluable to our franchise system in identifying problematic issues and building a solid, functional team. Marc takes the lead, identifies the issues and pulls no punches in analyzing the results. Incredibly, all within the specified time and budget parameters of the project.

What a breath of fresh air!"

Marc A. Shuman, CEO
GarageTek, Inc.

Can we help you? Contact us for a free consultation and find out!

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