

Shell Vacations Hospitality

From the Desk of Sue Kelley

LeaderShift -- Senior Team Retreat

On March 18, 2008 the Shell Vacations Hospitality senior management team attended a team building/leadership retreat facilitated by Eric Smith and Athena Lou. During the latter half of 2007 and into early 2008, our team experienced some challenges. In an effort to jump on the issues and not allow them to intensify, we brought in Eric and Athena to assist us in March. Prior to the retreat, Eric spoke with each team member individually to obtain their comments and feedback using a pre-set list of questions so each individual would be commenting on the same topics. Not only was this pre-work used to create a “personalized” program for Shell Vacations Hospitality, it allowed Eric and I to talk about the bigger picture issues in advance of the retreat to ensure the actual program was targeted to the pertinent need areas of the team. On the day of the retreat, Eric and Athena were incredibly prepared and approached our group with enthusiasm, humor and high levels of energy. More importantly, however, the content of the retreat was absolutely right on the money! There was simply no doubt that Eric and Athena has spent uncountable hours doing their homework in preparation for our group’s get-together. We talked about all aspects of leadership and their importance but, more to the point, we devoted very beneficial time to bonding and coming back together as a team. What a great day! Every member of the team commented on how much they enjoyed the retreat and they are all still talking about it! If they’re still talking about it 10 days later, that’s a sure sign the message was presented extremely well and hit home! I have subsequently recommended TeamWorks to other divisions of our company. Certainly, the Hospitality group will look forward to working with Eric and Athena again in the future. We THANK YOU both for a fabulous and incredibly effective day!

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