

SGEi: Emerging Leaders Program for Supervisors and Future Managers

Introducing, SGEi: SGEi is a customer experience strategy, training, and culture consulting group based in Las Vegas, Nevada. The group has been in business since 1998 when its founders came from The Ritz-Carlton Hotel Company and W Hotels. The SGEi team has a wealth of operations, training, and cultural experience. In the past 21 years, SGEi has designed and delivered training initiatives for some of the most recognizable brands in the hospitality, retail, sports entertainment, residential real estate, airlines, cruise lines, and automotive industries.

"SGEi has 'cracked the code' when it comes to activating leaders to inspire their employees to deliver on the brand promise."

—Jim Pilarski, VP of human resources, Hakkasan Group

At SGEi, we have helped companies like the NBA, BMW NA, MSC Cruises, and Wanda Hotels in designing and implementing customer experience strategies, training, and tools that elevate each client's brand position and promise. We have also worked with leading brands such as United Airlines, FootLocker, MGM Resorts International, Hakkasan Group, and Swire Group on their employee experience strategies, leadership development, and culture, resulting in improved individual and company performance, particularly around customer excellence.

We have also worked with Westfield Shopping Centers and URW Airports to help their corporate teams, concessions, and retailers improve their customers' experience via virtual and instructor-led training. This work was recognized in 2021 with the Excellence in Practice Award by the Association for Talent Development, the world's largest association dedicated to employee knowledge and skills development.

We believe leadership is the most important element in organizational performance today. Whether through achieving goals, improving results, leading change, or building a great culture, leadership is the most desirable and defining organizational performance element in business. We have created programs that consist of a series of learning experiences for managers and supervisors at all levels to activate and elevate their leadership abilities. SGEi developed this program with consideration of the skills, attitudes, and behaviors most relevant to supervisor success.

We also have extensive experience designing leadership learning experiences for events, conferences, workshops, and retreats using an array of activities, media, and delivery styles.

"The SGEi team has been great at developing our leadership team and driving great performance throughout the business."

—John Higgins, COO, Cipriani

Learning Experience (LX) Overview

LX Name: Emerging Leaders Program

Why This LX IS important: Independent studies by Bersin, Deloitte, HR analytics experts McBassi & Company, and our own research consistently indicate the same conclusion: Lack of leadership development is one of the most pressing issues facing organizations today. While organizations have many managers—those with titles responsible for accuracy, efficiency, safety, and task completion—this does not always equate to having leaders: those who can inspire hearts and minds. While management and leadership must go hand in hand, leadership is seen as having the most significant impact on bottom-line financial performance; the ability to attract and retain talent; the ability to drive strategy and achieve results; and for an organization to have the type of culture that employees love and achieves the necessary performance goals. Simply put, leadership is an organization's best competitive advantage and ability to drive sustained success.

"Last year, I engaged the services of SGEi to conduct leadership sessions with managers at our resorts. Their contribution has been invaluable, and we have seen tremendous change and growth in our managers over the past year. Managers have been inspired to take on new projects, develop closer working relationships with each other, and increase productivity among their teams."
— *Thierry Grandshire, managing director, Grace Bay Club*

The emerging leaders program is designed to build leadership bench depth and keep your best talent engaged and developing.

LX Length: This one-year program includes four one-day live sessions, four one-hour virtual recap sessions, four one-hour one-on-one coaching calls, manager coaching notes, and a weekly leadership newsletter that incorporates applicable articles, inspirational quotes, and habit reminders.

LX Participants: A minimum of 20 participants per program

"SGEi has been an outstanding partner and facilitator of our Leadership First program. Their trainers are some of the best in the business and have helped us improve our results and customer experience over the years."

— *Jacqueline Jasionowski, customer experience manager, BMW*

LX Note: All materials are customized with your organization's branding and logos.

Overview: Supervisors are key to building a strong company culture and delivering the desired customer and front-line results. While many supervisors specialize in certain tasks, they are often an afterthought when it comes to leadership development. However, since supervisors work directly with employees, this lack of development often causes frustration due to their inability to understand and deliver on their expected leadership responsibilities.

The emerging leaders program focuses on emotional intelligence, communication, coaching, managing conflict, and how supervisors can build their own leadership brand. This program offers the necessary training and tools to show your supervisors how to guide their people comfortably and confidently.

LX Takeaways: This interactive learning experience is designed to provide memorable, motivating, and effective development and improve performance capabilities.

Outcomes include:

- Insights into emotional intelligence and how to manage emotions, leverage empathy, and build relationships with their team
- Awareness of leadership versus management, how to create a safe and engaging culture, and how to define your leadership brand
- Understanding of servant leadership, how to enable and empower your teams, and how to coach effectively
- Insights on how to connect and communicate with your teams and managers, work with different communication styles, and listen empathetically

"The SGEi team has coached our senior management team for the past 12 months and made a considerable impact in their leadership abilities and our overall performance in general."

—Dawn Baker, human resources vice president of Swire Properties

