



The Service Excellence Initiative™

Leadership Academy™

Empowering Leaders to Champion Service Excellence



What is the Leadership Academy™

The Leadership Academy™ is the cornerstone of the Service Excellence Initiative™

designed to equip leaders at every level with the skills, strategies, and mindset needed to drive a culture of Service Excellence. This immersive academy transforms managers and executives into role models and change agents who inspire their teams and deliver measurable results.

Why Invest in Leadership Development

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Culture starts at the top.

Leaders set the tone for service, accountability, and engagement.

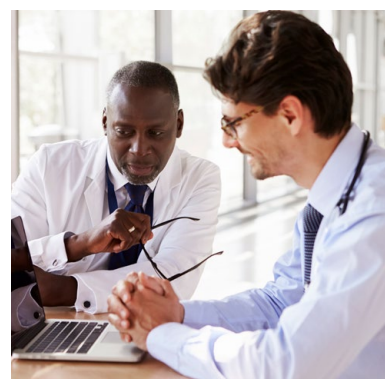
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Empowered leaders drive sustainable change.

When leaders are confident and equipped, teams thrive.

03



Leadership impacts every outcome.

From patient experience to staff retention, strong leadership is the key.

The Leadership Academy™ Experience

Many healthcare leaders step into management roles because they excelled in their field, not because they were formally trained to lead.

Leadership Academy is designed to close that gap; transforming managers into confident, capable leaders who know how to guide teams, drive accountability, and create a consistent, positive experience.



Practical, Real-World Leadership Training

Leaders participate in interactive sessions focused on communication, accountability, coaching, and team engagement; skills they can apply immediately.



From Managing to Leading

Leaders learn how to move beyond task management to truly leading people; setting clear expectations, building trust, and creating a culture their teams want to be part of.



Application in Their Own Environment

This isn't theory. Leaders apply what they learn directly to their teams, their challenges, and their day-to-day responsibilities.



Ongoing Growth & Support

Through continued coaching, check-ins, and shared learning, leaders build confidence, strengthen consistency, and continue developing over time.



What Leaders Gain

- Enhanced communication and coaching skills
- Confidence in leading service improvement efforts
- Tools for motivating and recognizing staff
- Strategies for sustaining a culture of Service Excellence

The Impact

- Stronger, more engaged teams
- Consistent, organization-wide service standards
- Improved patient and staff experiences



Build Leaders. Strengthen Culture. Sustain Results.



Leadership Academy is part of the Service Excellence Initiative™, a proven path to transforming culture and performance across your organization.

Let's start the conversation.

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