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BRIGHT IDEAS — From IDEAS to Solutions III

Extreme turnover in management and staff, serious morale problems and dissatisfied customers led our client to seek a new way of operating. The solution was to implement a three-dimensional plan to comprehensively address these issues:

Memorable Quote:

"The best job goes to the person who can get it done without passing the buck or coming back with excuses."

Napoleon Hill

*1883-1970
Speaker and
Motivational Writer*

Redesigned workflow: for sustainable results, new processes such as marketing on-campus services and creating a work team environment were put into practice.

Campus planning: the campus receives a fresh look annually to identify areas to refurbish, modify and utilize differently to increase eye appeal, budget properly and control costs.

Improved communications: a communication strategy was established to carefully and deliberately gather feedback, communicate results and enhance the customer experience.

Our client has happily reported, "We now have reduced our staff turnover, created standards...and increased our resident satisfaction. The payback...is well worth the investment."

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Workflow Dynamics, Inc. 1832 Rusticwood Lane, Suite B, Cincinnati, OH 45255 | 513-233-flow
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