

FAQ Packet

13 Messages Business Mentoring Program

Introduction

Christopher Milo is a Nationally Renowned Concert Pianist, Business Mentor and professional speaker. He has been fully trained in **Life Skills** and **Resiliency**. He has spoken to over 130,000 students and thousands of businesses on topics of Leadership, Workplace Bullying, How to increase morale and What to do when your team can not communicate. He embraces individuals who battle Developmental Disabilities, Autism, Cancer and Diabetes. Christopher continues to have ongoing relationships with local state hospitals and children's services to help parents find the solutions.



The 13 Messages from Milo are practical character traits that when practiced and made part of a companies every day culture, moral improves, sales increase, and every day concerns become a faint memory of the past.

Why would you need this program?

Have you ever spoken or heard following?

- Our employees struggle with communication.
- There is a lack of support and trust between management and employees.
- Negative attitudes are overpowering productivity.
- There is an abundance of sarcasm used in our office.
- I used to enjoy coming to work.
- There is no evidence of TEAM here.
- Sales are not coming and we can't pinpoint why.
- What is Leadership? We don't have any of that.

What to expect when Christopher Milo comes to your business.

DAY 1 - Leadership Meeting - Assessment

Christopher will speak to company leadership and explain what will happen during the time at your business. Through this introduction, Christopher will learn what the staff observes and their ideas on improvement. Christopher will focus and share a series of five impactful fact finding questions that will maximize the amount of gathered data during the time together.

DAY 2 - Pre-Survey

One of the most valuable tools the program utilizes is Pre and Post Surveys. These anonymous surveys are offered in order to gain knowledge on opinions and outlook of staff within the company. Questions such as *“As a leader, what is your biggest challenge?”* or *“What should be improved with your company?”*. These electronic surveys will be used to custom develop a successful plan to optimize the time Christopher has with your business.



DAY 3 - The Event

Christopher returns for an onsite mentoring and interactive presentation. During the event, Christopher will introduce the **13 Messages from Milo** mentoring program. Between his story of being paralyzed over 20 years ago and being told he would never walk again and his incredible piano skills, it will be an event that will be talked about long after the visit ends.

Christopher brings his own digital piano, sound system, and banners. **13 Messages from Milo** on one banner, Motivate, Encourage and Empower, and Book information on the other.

DAY 4 - Post-Survey

As with Day 2, a follow-up survey will be presented in order to gauge how the presentation was accepted by staff. Questions such as *“What was your overall perception of the event?”* and *“What one thing did you take away that you will implement with your team?”*. This information will be formulated and shared with leadership.

DAY 5 - Leadership Follow-up

Once again, Christopher will be onsite sharing all collected data with company leadership. This includes the overview summary from all compiled survey data of staff responses. With this data, your organization can learn, grow and cultivate a culture that company leadership desires. Christopher will outline a multi-week program utilizing the **13 Messages from Milo** program that focuses on a new message each week. Using these weekly messages can reshape your daily and weekly team meetings.

DAY 6 – Follow-up Visit

After your organization has completed the multi-week program practicing the messages of the **13 Messages from Milo** program, Christopher will return to understand how the extended program has made a positive difference within your organization. Additional time and interaction can also be scheduled.

Leadership Assistance

This entire program is executed under leadership awareness. In order for Christopher to be effective at your business, he will need the help of everyone, especially the mandate of change from the highest levels of leadership within the company.



With this interaction, Christopher is able to better give personalized examples that will inspire, motivate and move your staff into achieving extra-ordinary levels of service. We understand that every business is different which is why the program is customized to fit your place of business with your unique challenges. The more information shared, the better the program will become.

The **13 Messages from Milo** mentoring program is proven to enhance your business in many ways including:

- **Positively** impacts the entire company at all levels.
- **Cultivates** an atmosphere where all employees are eager to produce and work as a team to accomplish extra-ordinary things.
- **Excites** the employees giving them a renewed purpose which creates hope, and a *can do* attitude.
- **Kindness** becomes exceptional and inappropriate becomes appropriate.

Congratulations! The search is over now that you have chosen the **13 Messages from Milo** mentoring program!