



THE NEW JERSEY CHAPTER OF CMAA
INVITES YOU
TO A ONE -DAY WORKSHOP

Featuring

**“LIFE ON A 3 X 5 AND EXCEPTIONAL ”
PRESENTED BY SCOTTY SANDERS**

**“MAKING LEADERSHIP AND THE WORKPLACE MAGICAL”
PRESENTED BY JOHN FORMICA**

Monday, January 23, 2023

Schedule

SUNDAY- January 22, 2023

**Welcome Reception
Presenting Sponsor**



5:30 p.m.-7:00 p.m.-The Gypsy Bar

MONDAY-January 23 2023-Workshop

Presenting Sponsors



Central Conference Center located at the Borgata

8:30 a.m. – 9:30 a.m.- Registration & Continental Breakfast

9:30 am-11:00 am-Scotty Sanders Keynote Session

11:00 p.m. – 1:00 p.m.-Scotty Sanders Breakout Session

1:00 pm-2:00 p.m.-Lunch

2:00 p.m. – 4:00 p.m.-John Formica

All registered attendees who pass the exams, will receive 6 CMI Credits for Monday

Session I

““LIFE ON A 3 X 5 AND EXCEPTIONAL ”

Presented by Scotty Sanders



When you own your story, you get to write the ending.

We hear it all too often, and unfortunately, it's often true.

Less than 1% of us greet each day with a framework for success. Instead, most people are characterized by continually jumping from one 'urgent' matter to the next in a frantic effort to get things done. Clearly, 'no plan' is a plan. It's just the worst possible plan anyone could have.

Scotty Sanders has been successfully training leaders to lead well for nearly 40 years. He's compressed all that experience into a genuinely effective protocol known as 'Life On A 3x5' that anyone can embrace to begin leading themselves well – from boardroom executives to students to moms on a mission!

The Life on a 3x5 Keynote address will help your attendees transform from “crazy busy” into “super productive” with immediate takeaways and a simple daily ritual they can easily knock out in around 10 minutes.

Who needs a framework for daily success? Everyone – because we're ALL running 100mph these days!

So why not take 1% of each day to plan the other 99%, with Scotty Sanders' Life on a 3x5 program? Your attendees will be simply amazed at how efficient and productive the other 99% of their day can be!

IMPACT

- Realize you **DO** have enough time to accomplish what's important
- Lock into a consistent daily activity that improves productivity
- Focus on and celebrate the gains they achieve, rather than gaps that remain
- Finally, discover the incredible value of setting and achieving goals

Session II

“MAKING LEADERSHIP AND THE WORKPLACE MAGICAL” *Presented by John Formica*



"Making Leadership and the Workplace Magical!" How to Lead & Create a 'Whistle While You Work' Positive Customer Focused Team Culture That Lasts! John shares his Disney Leadership Strategies and experience to show you how you can lead effectively to create a productive, customer focused, positive and fun "Whistle While You Work" environment to increase productivity, sales, customer loyalty, improve morale and the energy in your organization. Learn the keys to how while working at Disney John replaced team anxiety, apathy and stress with enthusiasm, achievement, productivity and energy. Associations, Conferences Businesses, Organizations and Teams love this entertaining and inspiring program.

Bios

Scotty Sanders

Scotty Sanders has been leading successful organizations for thirty years first as CEO for a multi-million-dollar startup, and later for a non-profit organization with over 150 employees and 7,000 members. Scotty has been recognized as Louisiana Entrepreneur of the year, Chamber of Commerce Business Person of the Year, and noted in trade magazines for his success in the business world. He is also certified by Ritz Carlton on excellence in customer service. Scotty is a sought-after speaker and trainer, who has traveled both nationally and internationally, presenting to businesses ranging from Fortune 500 companies, large non-profits, and statewide organizations, to school systems, hospitals, and churches. At every level, Scotty's speaking is passionate, relevant, and challenging. Scotty has authored several books, as well as leadership resources, training materials and published articles. He and his wife Cindy live near Dallas, Texas.

FACTS

- Began first company at age 17
- Married his junior high school sweetheart
- Has spoken to audiences in 8 countries
- His training resources are used in over 30 countries
- Featured speaker at an NBA basketball game
- Launched two successful non-profit organizations
- Participated in an expedition to the Himalaya Mountains
- Has authored four books
- Is Papa to four granddaughters



JOHN FORMICA

John, The “Ex-Disney Guy” and former Disney leader is an internationally known speaker, coach and author of the top selling book, “Making The Customer Experience Magical Now!” John has inspired audiences with over 3,500 presentations and keynotes all across the globe. He has appeared on all major TV networks and featured in the Virgin Atlantic In-flight Magazine as Australia’s Top Five Best Customer Service/Experience Speakers and Trainers after completing six successful speaking tours in Australia. John was also selected as one of the Top 10 World Thought Leaders on Customer Loyalty in 2021 and 2022.

Prior to speaking, John acquired over 30 plus years of experience in top leadership positions with hospitality industry giants like Hyatt, Hilton, and over a decade with the Disney Company. During his time with Disney, John managed their top luxury resorts, to lead his teams to achieve the highest guest satisfaction ratings among all WDW Resort Hotels.

Today, John is “America’s and Australia’s Customer Experience Coach” and one of the World’s Foremost Disney Philosophy Experts on business growth, leadership, team culture and creating magical customer experiences. He continues to present and coach professionals in all industries in Australia, Saudi Arabia, Jamaica, Dominican Republic and throughout the U.S. to help them create unique memorable customer experiences, staff and leadership training and customer focused winning team environments.