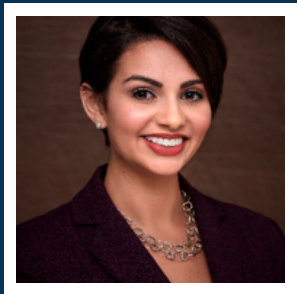




EVERGREEN & OREGON CMAA PRESENT



The Excellence Equation: Engagement Through Empowerment + Accountability, with Mandy Long
Tuesday, September 14, 2021 | 8:30 am - 9:30 am on [Zoom](#) [Register for the Zoom](#) | *Complimentary for Chapter Members & their Staff*

Mandy Long is the founder of Excellence Innovators, LLC, a South Florida based consulting firm offering forward-thinking management and talent solutions. Her focus is people-first leadership with an emphasis on operational excellence through talent engagement. A strategic visionary, Mandy is committed to innovating the club industry. Mandy also serves as the Director of Operational Excellence at The Club at Ibis, an award-winning private club in West Palm Beach, Florida. Her unique role with Ibis focuses on workplace culture management strategies by aligning the member experience with the employee experience.

During this session, we'll discuss specific examples of empowerment and accountability and their role in talent engagement, along with methods to collect data to support fact-based staff accountability. We'll also review how to understand the root cause of performance issues and how to build effective methods for addressing issues with staff. Lastly, we'll go over how to create staff feedback channels to empower staff and enhance engagement levels.



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