



The Heart of Success *Endowment vs. Entitlement*

Dawn L. Billings, M.A., LPC

This exciting presentation is designed to explore, define, and develop revolutionary approaches that enhance business, by changing the hearts of people. This work is based on Dawn's years of research as a relationship and entitlement expert, which led her to create a unique distinction around the concept of entitlement and how it negatively impacts the lives of everyone affected by its wrath. Healthy, happy relationships are a central human necessity and disconnections are the source of a multitude of psychological, social, and organizational problems. Dawn's ground breaking distinctions, along with her intelligence, humor and keen story telling abilities make her presentations a "must not miss" adventure. The participants in her presentations leave with their minds full of easy to implement, enormously practical, necessary strategies that will help them eliminate stress and misery from their personal and professional lives. Dawn's workshops and keynotes have been described as "gifts" by the attendees.

"In the past few years I have had the privilege of sharing the platform with some of the greatest individuals of the 20th Century. Rarely have I met anyone that has a message as timely and powerful as that of Dawn Billings. Dawn has an insight that is unique and a delivery that makes people want to change. She truly understands the *heart of success*.

Jim Stovall, Co-founder and President of the Narrative Television Network, Author of *The Ultimate Gift*.

Full Day Training: \$5,000

Selected Key Topics include:

- 1. The Evolution of Entitlement:** How it all began, the Behavioral Gospels
- 2. The Effectiveness Model:** Entitlement vs. Relational and emotional intelligence, and how it impacts your life, the art of S.M.A.R.T.
- 3. The Heart of Communication:** Listening/responding, the mechanics of mutuality, L.I.S.T.E.N. T.O. model
- 4. Differentiation:** Who are you? What makes you unique? Defining purpose in the workplace. Is your life *COLOR* coordinated? (The Primary Colors Personality Test)
- 5. About Choice:** Who is choosing your life? Relational strategies of effective decision making
- 6. Strategies to effectively combat the wrath of entitlement:** Working more effectively; shifting organizational norms; relational resistance and resilience; what creates the perspective of competence and contentment
- 7. Waging good conflict:** How to manage adversity, How to communicate for solutions
- 8. The Endowment Philosophy:** The dynamics of contentment, appreciation goes to work, creating growth-fostering conditions within and among people, learning the happiness quotient

Half Day Training: \$4,500

"The Heart of Success" Key Note Presentation: \$4,500