

“Banks face talent crisis amid mounting costs of employee turnover.”

“Banks have fallen out of favor as employers of choice...

The problem stems in part from the financial crisis, which hurt public trust in the banking sector and made it a less desirable workplace.”

~ Reuters

Strategic Issues

Employee Engagement: The majority (**50.8%**) of employees were “**not engaged**,” while another **17.2%** were “**actively disengaged**.” ~ Gallup

Employee Turnover: The attrition rate of **disengaged employees is 12x higher** than highly engaged employees over the period of a year ~ Glint



Gallup defines **engaged employees** as those who **work with passion and feel a profound connection with their company**. They drive innovation and move the company forward.

Companies with high levels of employee engagement are:



more productive



more profitable



less turnover



less accidents



lower absenteeism



10% higher
customer satisfaction

and



41% fewer
product defects

Our Purpose

We exist to enrich the lives of leaders and employees who in turn are passionately motivated to help the organization.

Why partner with us?

Organizational benefits include:

- **Employee retention increases** as employees find meaning and happiness through work.
- **Productivity grows** as employees cooperate more by removing personal barriers.
- **Creativity blossoms** as individuals discover their unique talents.
- **Quality improves** as employees are passionately committed to doing the right thing.
- **Innovation expands** from employees who are encouraged to share ideas.

Employees
want to make a
difference.
Develop them.
Listen to them.
Support them.

Employee and Leadership Development

Workshops and One-on-one Coaching

- Emotional Intelligence
- Stress Management
- Interpersonal Skills
- Work Life Balance
- Executive Burnout
- Life Coping Skills

Workshops can be customized to meet your organization's strategic goals.

What Makes Us Unique?

A diversified workforce requires a compassionate approach.

Multicultural We have worked and lived globally. When international teamwork is the norm, training requires a cooperative and purpose-driven approach to enhance multicultural productivity.

LGBTQ With years of experience working within various LGBTQ communities and companies, we enhance and expand the contributions of this highly creative workforce.

Conscious Business Inspiring though purpose and internal awareness are significantly more effective ways to develop employees.

Who We Are



Alfred Ricci, MBA

Alfred has 20+ years of international corporate experience and over 10 years of facilitating training and self-development workshops. His experience includes proven results in 23 countries leading global teamwork across business, technical and operations environments. Alfred's projects and clients have included [Deutsche Bank](#), [Experian](#), [Union Bank](#), [European American Bank](#), [GE Capital Bank](#), [Bank Austria](#), [Ernst & Young](#), [Nokia](#) and [Bell Canada](#).

Teyhou Smyth, MA (Soc), MFTI

Originally from the United Kingdom, Teyhou holds a Masters in Sociology from the University of London, a Masters in Marriage and Family Therapy from the California School of Professional Psychology and has 2,000+ hours of counseling in the US. She is experienced in counseling on a variety of issues including family/divorce, life transitions, self-confidence, addiction, eating disorders, anxiety, depression, trauma, PTSD, immigrant assimilation as well as specializing in LGBTQ issues.



Workshop and Coaching Endorsements

EQ (emotional intelligence) training allowed me to take a targeted approach to increase my capacity as a leader.

Troy C., MBA, Bell Operations Manager

I would definitely recommend the EQ training program to anyone interested in personal and professional growth.

Jackie P., Bell Leadership Program

Alfred was able to set me on a journey that has changed both my professional and personal life.

Heather T., B.S.W. D.Jrnl., Peel CAS Team Lead

I can proudly say that I am well on my way to becoming that leader that I always admired.

Lisette P., Peel CAS Team Lead