



Extreme Funeral Home Makeover: The Eight Steps To A High Performance Funeral Home

A proven process, recommended for getting a Funeral Home Practice where you've always wanted it to be so you can get the professional and personal results you want!

The Foundation	Planning			Execution			
<p>Our Premises & Approach</p> <ul style="list-style-type: none"> • Training vs. Development • Success Formula <p>Developing the:</p> <ul style="list-style-type: none"> Attitudes (the want to) + Skills (the how to) + Knowledge (the where & when to) + Goals Focus (the what & why to) <p>Leads to: Positive Behavior Change</p> <p>Yielding: Improved Results!</p> <ul style="list-style-type: none"> • Goal Setting & Action Plans • Learning via Spaced Repetition • Results-oriented, Reality-based Workshops • Aligning For A Winning Team • Engaging the Team <p>TYPICAL DURATION 2 Hours</p>	<p>Strategic Thinking & Practice Planning</p> <ul style="list-style-type: none"> • Building a Successful Business • Developing a Competitive Edge • Business Planning & Execution • Generating Business & Profitability • Facilitated "Process" <p>TYPICAL DURATION 9-11 weekly sessions</p>	<p>Developing Leadership Among Professionals</p> <ul style="list-style-type: none"> • Preparation for Leadership • Formal Leadership • Goal Setting for Success • Building Success Attitudes and Habits • Developing Personal Goals • Managing Time • Communication & Human Relations • Decision Making & Problem Solving • Continuing Leadership Growth <p>TYPICAL DURATION 9-11 weekly sessions</p>	<p>Attracting & Retaining Loyal Families</p> <ul style="list-style-type: none"> • Understanding How People Make Buying Decisions • Cultivating Referral Sources & Developing "Leads" • Beyond Customer Service/Creating Family Loyalty • Creating & Measuring Family Loyalty • Effectively Managing Your Stress And Impulses • Always Creating a Powerful Connection <p>TYPICAL DURATION 5-6 weekly sessions</p>	<p>Improving Office Procedures</p> <ul style="list-style-type: none"> • Understanding the Seven Types of Inefficiency • Eliminating "Process Variation" • "Error-proofing" the Funeral Home • Identifying & Eliminating Bottlenecks • Developing Appropriate Tracking Tools <p>TYPICAL DURATION 6-9 sessions</p>	<p>Enhancing Individual Development</p> <ul style="list-style-type: none"> • Assessing & Building Upon Individual Strengths • Matching Job Duties and Positions for Best Overall Fit <p>TYPICAL DURATION 2 weeks</p>	<p>Monitoring</p> <ul style="list-style-type: none"> • Goals Review Process • "Dashboard" Review Process <p>TYPICAL DURATION Ongoing</p>	<p>Following-Up for Sustainability</p> <ul style="list-style-type: none"> • Ongoing One-on-one & Group Coaching Sessions <p>TYPICAL DURATION 2-3 sessions/mo.</p>
<p>DELIVERABLES</p> <p>An understanding of the science and tools behind our facilitated processes. Participant Materials & Tools include a Text, Audio CD Series & Action Plan (includes selected Personal and Professional Development Evaluation Sections & Goal Planning Materials). Consultation via phone or e-mail is also included.</p>	<p>DELIVERABLES</p> <p>Creation of an executable plan that includes business development and financial metrics.</p>	<p>DELIVERABLES</p> <p>Development of the attitudes, people skills and goal achievement abilities needed to lead the staff and execute the plan.</p>	<p>DELIVERABLES</p> <p>Development of the attitudes, people skills and goal achievement abilities needed to attract and keep families loyal.</p>	<p>DELIVERABLES</p> <p>Streamlined effective processes. Improved efficiency. Less confusion & unnecessary stress.</p>	<p>DELIVERABLES</p> <p>Written reports of attributes. Identification of individual and group strengths and blind spots can be used to refine personal direction and assigned job duties.</p>	<p>DELIVERABLES</p> <p>Simple-to-administer tools.</p>	<p>DELIVERABLES</p> <p>Improved measurable results both for the practice and individuals.</p>

IMPLEMENTATION TIMELINE



Ours is not a "one size fits all" model. This process timeline will be adjusted based upon the time and energy your key people can realistically invest in the

components of the process while also performing their day-to-day responsibilities.

Please feel free to talk with us if you have any concerns or questions about how this might play out in your funeral home practice.

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