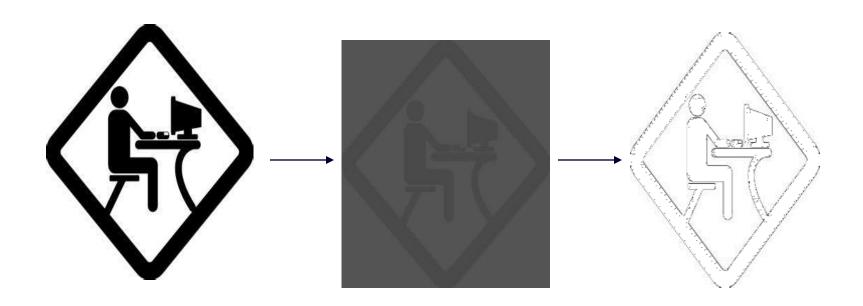
WHAT IS THE NEXT SHINT THING?

WARNING: For your
warning: For your
protection, please wear
protection, please for this
your sunglasses for this
presentation:

The Secret to Achieving Greater Success

Yolunda Davis, Director
IRS Employee Resource Center
Government Contact Center Council Conference
September 2011

What Do You See?



What's the Secret?

THE

Success and the "E" Factor

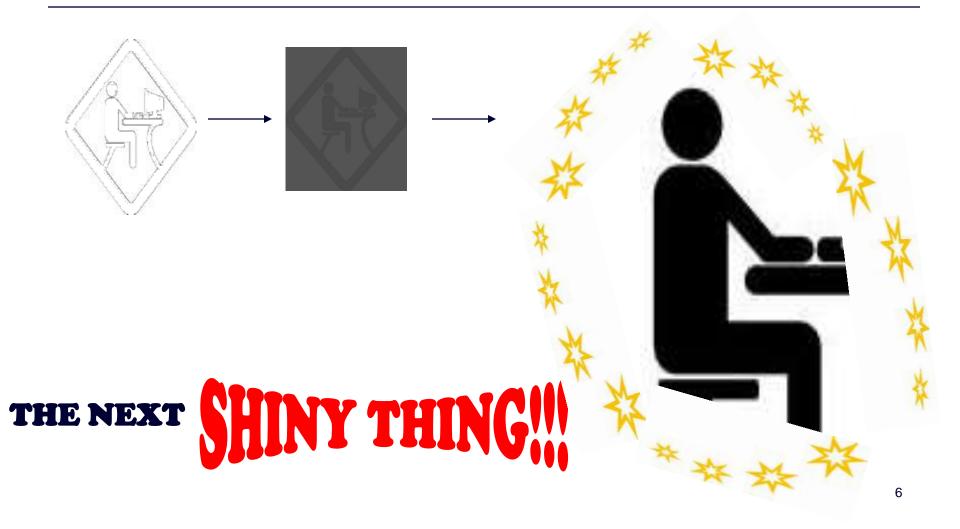
To achieve greater success you need:

- **EMPLOYEES**
- □ Employee who are **EMPOWERED**
- □ Employee who are empowered and ENTHUSIASTIC
- □ Employee who are empowered and enthusiastic will deliver **EXTRAORDINARY** results.

Success and the "E" Factor

Remember, the NEXT shiny thing is not a thing at all.....it is every single employee in your organization. The light from an engaged employee is **BLINDING!!!!**

NOW What Do You See?



CONTACT INFORMATION

Yolunda Davis
Associate Director
Employee Resource Center
Memphis, TN
901-546-4510
Yolunda.G.Davis@irs.gov

