



WHAT SOME OF OUR VALUED CLIENTS HAVE SAID:

As the new leader for the Aphaeresis team at Florida's Blood Centers, I asked LSA Partners to design and deliver a team building that would help my new team members get to know me and my leadership style as well as help my team to resolve ongoing conflict issues within the group. LSA delivered a customized team building that was fun, meaningful, and relevant to our needs. The team building has had lasting results on the productivity of the division and relationships of my team members.

Dr. Tisha Foster, Chief Medical Affairs Officer, Florida's Blood Centers

"LSA Partners has created and delivered several powerful programs for Meridian Health to reinforce critical behaviors important to our organizational culture, while engaging the hearts and minds of our team members. They have worked with us to fully understand Meridian's Mission, Vision, and Values in order to tie program content to the bigger picture. We have been fortunate to utilize their talent in several programs ranging from service excellence to working with a multi-generational workforce. All of their programs have fully engaged our team members and have received the highest marks of praise. It is a true pleasure to work with them. I learn from them each and every time."

Patrice Ventura, Director, Organizational Effectiveness, Meridian Health

Bascom Palmer Eye Institute hired LSA to design a "Disney Style" orientation program for all new-hires. The results far exceeded our expectations. Mary and Debbie worked with our internal teams to not only design an orientation program that aligned with and reflected the unique culture of Bascom Palmer Eye Institute, they trained our teams to deliver the orientation in a consistent manner. I cannot say enough about the quality of the program designed, the attention to detail, and the relationship that Debbie and Mary developed with our team. We will absolutely consider using LSA for future projects!

Enery Samlut, Director of Business Operations, University of Miami Miller School of Medicine

The Isle Pompano Park Casino and Racing hired LSA Partners to design a customer service program that reflected the Disney philosophy of delivering exceptional service to the patrons of the casino and race track. Not only did LSA Partners work with our internal teams to develop new customer service tools and processes, they also rolled out more than 25 custom-designed training sessions that were enthusiastically received and embraced by all. Incorporated in the custom training was a streetmosphere character named Penny Slots, who portrayed an over-the-top Isle customer. She brought in an element of fun while reinforcing our non-negotiable standards of service. Team members not only understood the importance of these non-negotiables from a customer point of view, but through interaction with Penny Slots, had an experience they will never forget! Our new customer service philosophy, called the "Wow! Service Experience" has been instrumental in crafting the cultural change that enables us to be successful today in a highly competitive market. I cannot say enough about this team. The quality of the program designed, the attention to detail, and the relationship that LSA Partners developed with our team members at all levels was more than we could have ever expected. We will absolutely consider using LSA Partners for future projects!

Tammy Duncan, Training Manager, Isle at Pompano Park



It has been my pleasure to work closely with the Senior Partner of LSA Partners, Debbie Zmoreski, in designing professional training programs at every staff level, from front line to middle and executive management. Her knowledge of individual learning processes, listening and interpretative skills to customize internal needs, recommendations to enhance existing programs, and skilled delivery all contribute to a powerful learning experience.

Anne Chinoda, President and CEO of Florida's Blood Centers

From our initial dealings with Mary Cooper, through to the conclusion of her presentation, she has been a consummate professional throughout. Our Emerging Talent conference is the highlight of our calendar and it attracts sell out audiences of over 400 people annually. Being the closing keynote speaker is a challenge, particularly after an interactive, energetic day when energy levels are low. Mary held the audience's attention throughout her presentation and gave one of the most powerful closing messages I've ever heard. It rounded the day off perfectly and has set a new standard for us for next year. The feedback we continue to receive is testament to Mary's connection with her audience. We have found a truly inspirational speaker!

David Cochrane, Chief executive, Hospitality Industry Trusts Scotland

I have only good things to say about the Professional Coaching that I received from Debbie Zmoreski at LSA Partners. As the Medical Director of a large blood bank in Florida, I deal with a considerable number of internal and external customers on a daily basis from a wide variety of backgrounds. The materials presented gave me a greater insight into the concerns and needs of those with whom I interact. It has also helped me to embolden my staff so that they may advance in their growth as well. The personalized attention and real-life scenarios discussed during the sessions drove home many of the points presented. I would definitely recommend that anyone interested in advancing their personal and professional development consider LSA Partners.

Richard R. Gammon, MD, Medical Director, Florida's Blood Centers

We were extremely pleased with Mary's presentation at our recent Leadership Development Institute. Keeping a group of 475 healthcare leaders engaged for a full day is no easy task, but Mary provided a very thorough and entertaining day of training. The concept of Experience Mapping was reviewed in such a manner that our leaders could take the information directly back to line staff for discussion. Thank you for a successful day!

Patrick Ratchford, Assistant Vice-President, Carolinas HealthCare System

As 1st Vice President for the local Business and Professional Women's group (BPW), my job is to secure professional speakers for our monthly topics ranging from motivation, leadership, marketing, to time management, among others. Mary Cooper from LSA Partners spoke to our group concerning Women in Leadership. She specifically addressed women in leadership roles in companies, with the unique set of challenges that it carries, as well as the rewards, and techniques for becoming a better leader. She drew not only from her own leadership background, but from her vast experiences with leaders from all the different companies she has worked with throughout the years. Mary spoke for about 30-40 minutes and was phenomenally engaging, energetic, and motivating with our group. The members still talk about the impact Mary has made on them in their own businesses. By far, she was our best speaker of the year, and has, in fact, become our "gold standard" for speakers. She is an outstanding presenter and a hands down winner!!!!

Carin Jones, VP Business Professional Women's group