











Cultural Values

Our cultural values clarify the beliefs that we already care about and create our nonnegotiable behavior boundaries.





Satisfying and Delighting

-  We exceed our customer's expectations during every interaction.
-  We provide an environment that is happy and welcoming.
-  We provide new knowledge and skills which inspire our customers to go beyond their perceived limits.
-  We create customers that do more than attend our programs; they speak to others with high regard about our company.

Quality and Innovation

-  We offer programs based on best practices and delivered by talented and knowledgeable presenters.
-  We offer programs and services that are highly regarded in terms of time invested and dollars paid.
-  We respond rapidly to change.
-  We are each responsible for the quality of whatever we do.

Respect and Enjoyment

-  We are committed to integrity and trust in everything we do.
-  We believe in being genuine, keeping commitments, listening and having open communication.
-  We delight ourselves by learning and having fun.
-  We respect and value our customers, our supporters, and each other.