



Resource management savvy delivers superior service results

BUSINESS ISSUE

Resources are often limited and deciding how to allocate them is a daily challenge, but what happens to the customer while we're juggling priorities behind the scenes? If we can improve how we negotiate and manage resources, surely we can improve upon every customer interaction. Since our ultimate goal is to provide the best service experience possible—one that results in both new and repeat business—isn't it worth upgrading our service and resource management skills? Movies and Moguls offers this skills upgrade in the form of a highly interactive experience that will jumpstart any conference or meeting—it's a great way for people to mix, mingle and improve their personal effectiveness along the way.

LEARNING OUTCOMES

You will learn to:

- Identify resources with the highest value; re-discover previously undervalued ones
- Intelligently allocate resources for maximum impact on the overall objective
- Negotiate effectively with a broad variety of personalities (and their agendas!)
- Maximize upon surprise opportunities via swift decision-making and effective transactions
- Maintain a results-centered focus while enhancing both internal and external customer service

THE LEARNER EXPERIENCE

You're making movies, but there's a lot to accomplish before the lights and the camera are turned on! In Movies and Moguls you will either take the role of a Producer or Specialized Agent. In teams of either profession, your goal is twofold: create a blockbuster movie and be as profitable as possible. This will take planning, efficient resource management, goal-directed negotiations and adaptability to changing circumstances. All of this while delivering the optimal customer service experience with limited time and stiff competition.

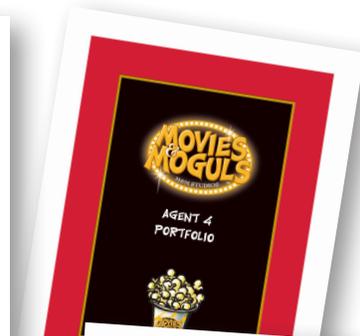
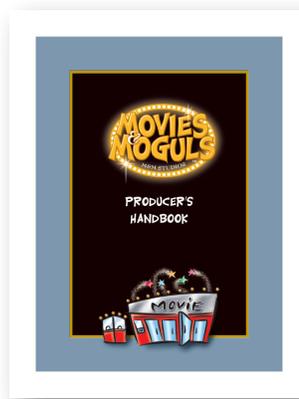
1½-2 HOUR PROGRAM

48 TO OVER 500 PARTICIPANTS

SUITABLE FOR CROSS-FUNCTIONAL AND INTACT TEAMS AT ALL LEVELS

IDEAL FOR USE IN BOTH A CONFERENCE AND TRAINING SETTING—PERFECT AS AN ICE-BREAKER

PROGRAM LOOK & FEEL



SCIENCE FICTION

	ROLE	# OF PARTICIPANTS	ROLE	# OF PARTICIPANTS
LEAD ACTRESS	Lee Lee	3	Chloe Castelli	1
	Chloe Stone			
	Tilly Roggelli			
LEAD ACTOR	Ed Hinton	3	Benjamin Adkins	1
	Erasmus O'Neill			
	Clark Hinton			
SUPPORTING ACTRESS	Lee Lee	2	Chloe Castelli	1
	Chloe Stone			
	Tilly Roggelli			
SUPPORTING ACTOR	Ed Hinton	2	Benjamin Adkins	1
	Erasmus O'Neill			
	Clark Hinton			
SCREENPLAY	A Kind of Peace	1	Polina Antonova	1
	Backlash			
	Re-Brand			
MUSICAL SCORE	Rachel Castelli	2	The Sound Imagination	1
	Blaine Chisold			
	Harold Reynolds			
SPECIAL EFFECTS	Clark Hinton	5	Estimate for Cyber	3
	The Station			
	A Simple Experiment			
LOCATION	Canada	2	Madagascar	1
	India			

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Eagle's Flight has offices throughout the United States and Canada, and is represented by global licensees around the world. Within the United States, our main office is located in Minnesota. Within Canada our main office is located in Ontario.

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