

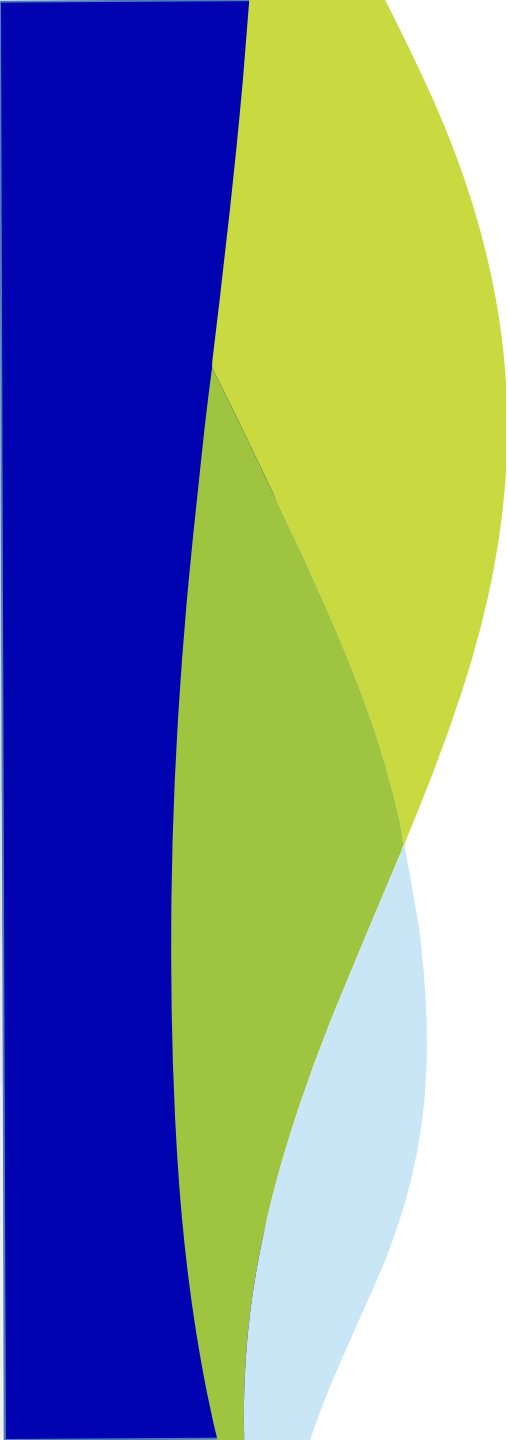
# A Friendly, Influential Agency

Dale Carnegie at Foothill Transit

Doran Barnes | Executive Director



**Foothill Transit**



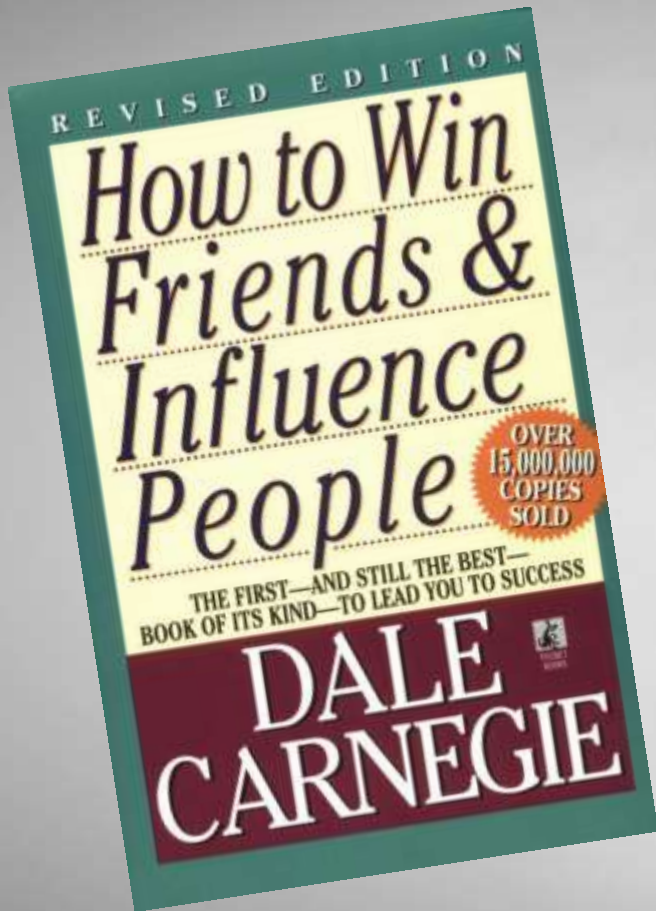
Foothill Transit



# Foothill Transit







# Principle Number 1



# Principle Number 1

Don't criticize, condemn or  
complain!









HISTORIC THEATRE PHOTOS



Foothill Transit



CBS SPORTS HD

**WORLD SERIES CHAMPS**



**WASHINGTON NATIONALS**



Foothill Transit



# The Foothill Transit MISSION

To be the premier public transit  
provider committed to:

SAFETY  
COURTESY  
QUALITY  
RESPONSIVENESS  
EFFICIENCY  
INNOVATION



Foothill Transit





Foothill Transit



# The Story Telling Formula



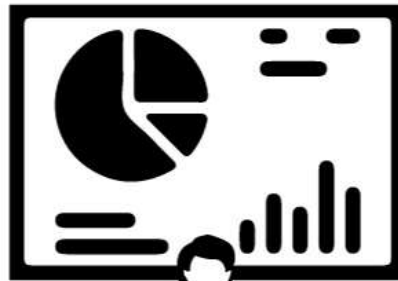
Two minutes



Tell a story



End with advice or a recommendation



# WALT'S 10 MANAGEMENT PRINCIPLES:



1. MAKE EVERYONE'S DREAMS COME TRUE
2. YOU BETTER BELIEVE IT
3. NEVER A CUSTOMER, ALWAYS A GUEST
4. ALL FOR ONE AND ONE FOR ALL
5. SHARE THE SPOTLIGHT
6. DARE TO DARE
7. PRACTICE, PRACTICE, PRACTICE
8. MAKE YOUR ELEPHANT FLY
9. CAPTURE THE MAGIC WITH STORYBOARDS
10. GIVE DETAILS TOP BILLING



Walt Disney





Every employee is offered the opportunity to complete the Dale Carnegie Course at the office and at no cost to the employee.

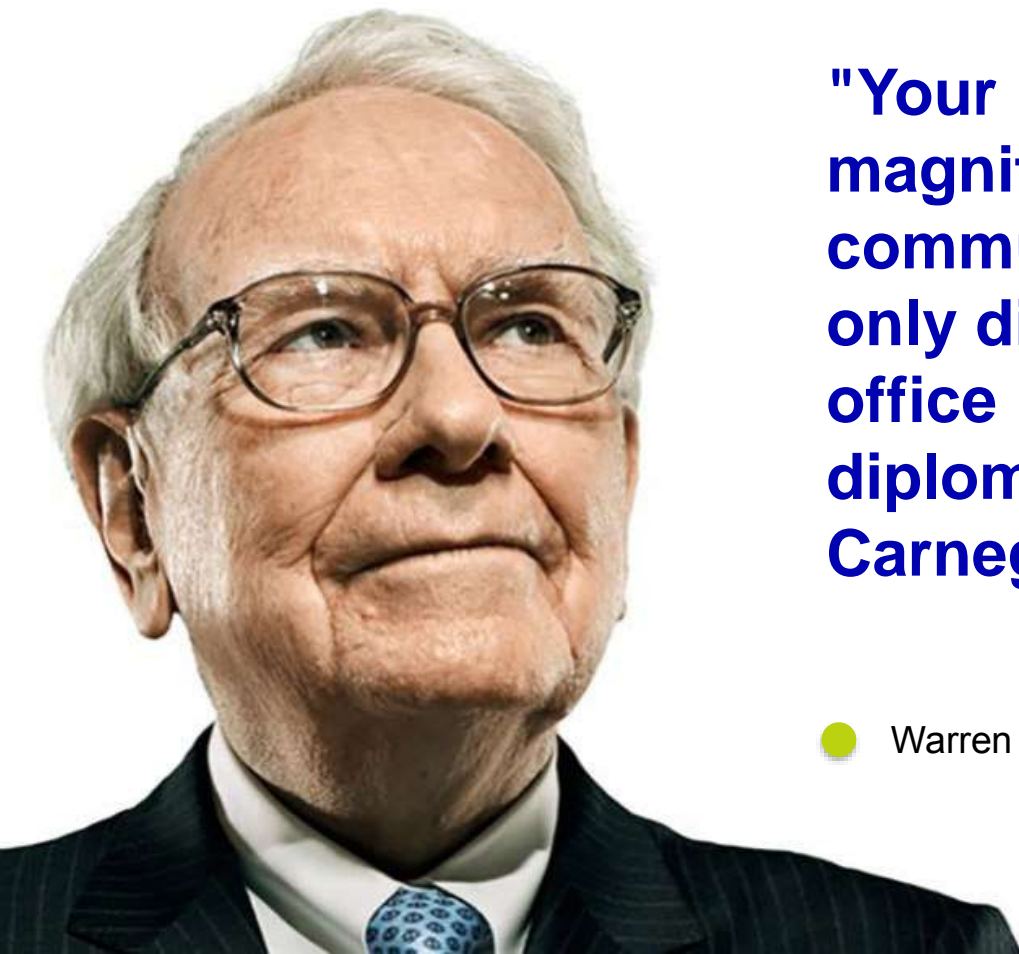


The course helps each participant become a friendlier person.



A staff made of people who communicate well with each other leads to a cohesive, cooperative work environment.





**"Your results in life will be magnified if you can communicate them better. The only diploma I hang in my office is the communications diploma I got from Dale Carnegie in 1952."**

● Warren Buffett, *The Investor's Field Guide*



# PowerPoint & Keynote Best Practices

a presentation about presentations

**Do's and Don't's**





# Pecha Kucha

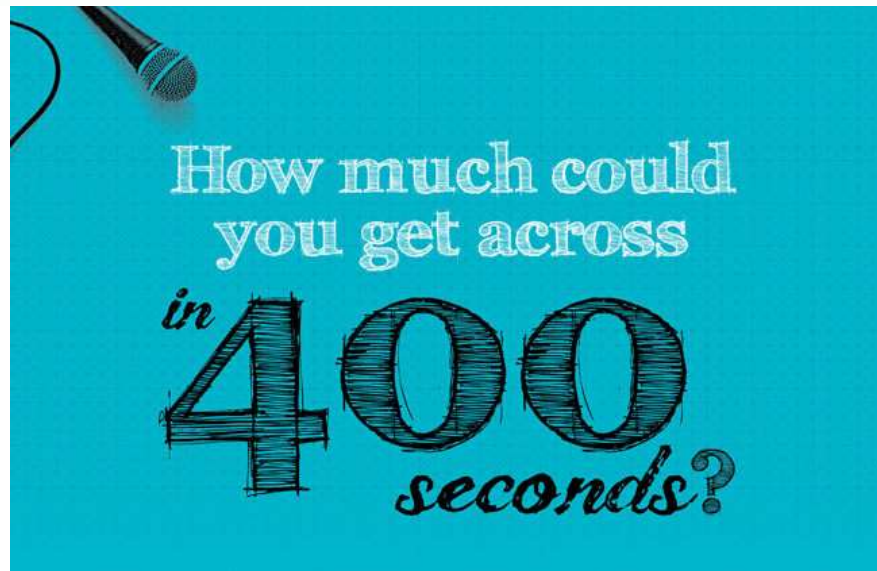


# PechaKucha™

20 × 20

IMAGES

SECONDS



# Recommendations....



Invest in communication training



Build a great culture



Keep trying new approaches!



# Thank you!

Doran Barnes | Executive Director  
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