

COMING SOON to your organization...

FINE TUNING SOLUTIONS

If your organization needs
a customer service or
management tune-up...

If you want to activate the
positive and stop the
negative...

If you're tired of being out of
tune due to ineffective
communication...

If you need help
orchestrating a
specific action plan for
change...

Then,
This tune up is for you.
Co-workers and
Supervisors too.



What audiences
are saying:

"Powerful"

"Loved the songs"

*"Your customer
service seminar
is just what we needed
to get us all
on the same page!"*

MARDI MILLIGAN, MBA
Speaker/Trainer/Singer/Songwriter

Over 30 years experience in sales, development, customer service and entertainment.

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MARDI MILLIGAN

MBA * Speaker * Trainer * Facilitator * Singer/Songwriter/Entertainer

FINE TUNE YOUR LIFE!



“Great tools to use everywhere!”



“A real eye opener”



“Your songs add a nice touch!”

- Is your life as good on the inside as it looks on the outside?
- Do you create time for yourself and your family members?
- Do you love who you are and where you are in this stage of your life?
- Are you “tuned in” to fulfill your life’s dream?

Native Montanan Mardi Milligan was raised in the hotel, restaurant and bar business. Training to work with the family business, Mardi earned her BS degree in Personnel Management and Business Education. When the time came, Mardi opted out and walked away from working in the family business.

With a love for music, Mardi turned to singing and performing in a number of different rock and country bands. She started a solo act, formed a publishing company to record an album and sang on stages from Alaska to California.

But in 1984, while singing in San Diego, Mardi received several wake-up calls and hit rock bottom. First, she got pregnant, and two months later her husband walked out. Two weeks later, her dad died; one week later, she lost her job. Mardi decided to crawl back home to Montana only to have the IRS levy every cent she had in the bank on the day her son was born.

In the long, cold, winter months that followed--with the loving arms of friends and family wrapped around the gift of that incredible baby boy--Mardi licked her wounds and started the healing process. She humbly rolled up her sleeves, reached out to her community, started her recovery work and planned a career change.

Mardi saved enough money to go back to school to earn her MBA degree and, upon graduation, was hired as the first Development Director for the University of Montana School of Business Administration. She helped make the dream of the new William and Rosemary Gallagher Business Building become a reality. Then, after a series of geographical moves, Mardi went into sales and media and is now a speaker, trainer, facilitator, musician and singer/songwriter.

If you’ve come to a crossroads called Dysfunction Junction--and you’re tired of making wrong turns--implement Mardi’s action plan for change! Make a conscious choice to stop draining your own power with negativity, adopt a positive attitude and turn right for success!

Mardi spices up business with her music. Mardi’s new CD, “Choices,” reinforces her life changing message!

**DISCOVER HOW TO MAKE CHOICES
TO FINE TUNE YOUR LIFE!**

MARDI MILLIGAN

MBA * Speaker * Trainer * Facilitator * Singer/Songwriter/Entertainer



FINE TUNING SOLUTIONS *presents:*

ATTITUDE 101: FINE TUNING YOUR TEAM

Tune In to Excel in Customer Service!

- “Tune-Up” strategies for consistency in customer satisfaction
- Uncover the power of personal choice
- Activate the positive and annihilate the negative
- Magnify your personal power using stop/start lists
- Handle difficult customers and co-workers with confidence
- Identify power-draining, dysfunctional personality types: “Who? Not me!”

“Powerful!” • “I’m motivated!” • “Loved the songs!”

5 STAR LEADERSHIP: FINE TUNING YOUR SUPERVISORS

Discover “10 Tools” to Build a Winning Team!

- Rejuvenate effective role modeling
- Handle difficult customers and co-workers with a specific plan
- Eliminate time wasters by “honoring the absent”
- Witness positive growth with 360-degree performance evaluations
- Unite your team by strengthening problem-solving skills

“Thanks for the safe venue” • “I’m excited to try this!”

FINE TUNING YOU: BREAKING THROUGH DYSFUNCTION

Tired of Making Wrong Turns? Turn Right for Success!

- Eight life-changing principles to turn your life around
- Discover the winning principle of “Catch and Release”
- Identify the secret replacement for resentment
- Uncover the vital key necessary for change

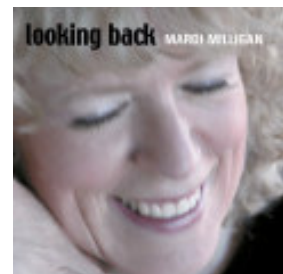
“Your songs are a treat!” • “Codependency Blues’ is right on!”

*Products available:
www.mardimilligan.com:*

The Music CDs



Choices



Looking Back

Fine Tuning Tips



For Mardi Milligan workshops, speaking engagements or product information:

Fine Tuning Solutions • PO Box 17137 • Missoula, MT 59808

Office: 406-240-6241

mardi@mardimilligan.com • www.mardimilligan.com • www.tohirespeakers.com

Milligan's 'Choices' Offers Warm Message

By Joe Nickell of the *Missoulian* Western Montana Weekend, Section E pages 1-2
Friday, October 14, 2005

Mardi Milligan might be the most out-of-the-box business consultant in America. That's because the Missoula woman specializes in giving corporate seminars on improving customer service – seminars in which she sings and plays guitar.

As schticks go, it's certainly one that raises eyebrows. But judging from the success of her business – punningly called Fine Tuning Solutions – it's clear that behind the schtick there's an important message. Past clients include plenty of local and regional heavyweights, including D.A. Davidson, Lambros Real Estate, Blackfoot Communications and First Security Bank.

What does music have to do with customer service? Well, it mostly just has to do with Mardi Milligan's divergent interests. A couple of decades ago, Milligan was making her way as a musician when she decided it was time for a life change. She was living in San Diego at the time, and a number of events converged to propel her back to her former home in Montana.

"I had a series of huge wakeup calls which motivated me to come back, go to school and get my Masters of Business Administration degree," explains Milligan. "Since then, I've just tried to integrate music into everything I've done."

There was a time when Milligan was better known around Montana for her music than for her business consulting. Before she moved to San Diego, she was a regular fixture at the Heidelberg, where she and a group known as the Munich Three performed and led spirited sing-alongs that were popular with University of Montana students. She was also a member of Smile, a six-piece touring band based out of Kalispell.

It's been 21 years since Mardi Milligan last performed a purely musical concert. She's continued to play and write music, and even runs a company called Special Moments Music, which offers personalized songs for special occasions.

But after running into two former peers – Nina Russell and Jean Wrobel – at a Missoula Children's production a while back, Milligan realized that she missed the opportunity to play the music that means the most to her on a personal level. "I decided it was time to step back up and do some music," say Milligan.

Milligan culled through the 140 songs she has written, and ended up recording fourteen of them for a new CD. That album, titled "Choices," demonstrates Milligan's penchant for upbeat country songs and sentimental ballads. They're the kind of songs that eschew the jaded, often cynical sentiments of modern pop music in favor of comforting, positive messages. Take, for example, her ode to her father, titled "Your Love for Me:"

"Your love for me is a lot like God's love, it's always there no matter what I do / Your love for me is a lot like God's love, it's always there to help and see me through / I remember when I was small, the whole world then seemed so tall, you used to hold me in your lap and read / Your arms were around me, your love did surround me, the lessons that you taught me were your seed."

"My intention was to just create some nice music that is pleasant and sticks to the simple stuff," explains Milligan. "I've always liked a variety of music, but I think a lot of the older listeners today don't have a place to go. I like the oldies, but I think there's a big hole out there somewhere."

Despite – or perhaps because of – her intimate knowledge of the business world, Milligan isn't aiming toward a full rejuvenation of her music career. She just wants to play some concerts, share her music, hopefully touch some souls.

"It's not like I want to set the world on fire; I just think it'll be fun," she says.

Make a "Choice" — Mardi Milligan will celebrate the release of her CD, "Choices," and the re-release of her 1979 album, "Mardi Milligan – Old, New, Borrowed 'n Blue, Milligan Stew" (now entitled "Looking Back"), with a performance at the Crystal Theater on Saturday. The show starts at 8 p.m.; tickets are \$8 in advance (available from Rockin' Rudy's) or \$10 at the door.

SHORT BIO

Mardi Milligan--speaker, trainer, facilitator and singer/songwriter--comes to you with a BS degree in Personnel Management and Business Education and a Masters in Business Administration--with over 30 years in sales, media, development, customer service and entertainment. Mardi gives you action-packed seminars and speeches, with a focus on attitude and communication, full of useful information and creatively spiced with music!

Mardi loves sales, people and fly fishing. Please welcome Mardi as she speaks to us today about attitude and choices when it comes to communicating with the people closest to us!

KEYNOTE SPEAKER TOPICS

Attitude 101: Fine Tuning Your Team to Build Service Excellence

5 Star Leadership: Fine Tuning Your Supervisors--Discover 10 Tools to Build a Winning Team

Fine Tuning You: Breaking Through Dysfunction

EQUIPMENT NEEDS

TRAININGS:

Classroom seating
Projector
Flip Chart/Markers
Podium mike
Lapel mike
(6-string guitar if Mardi flies in)
Table for product

Mardi provides:
38 to 55-page workbooks
Laptop
Laser pointer

KEYNOTES:

Projector
Flip Chart/Markers
Podium mike
Lapel mike
(6-string guitar if Mardi flies in)
Table for product

Mardi provides:
Laptop
Laser pointer

FINE
TUNING

Get *ALL* your employees
on the *SAME* page!

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ATTITUDE 101: FINE TUNING YOUR TEAM!



Mardi Milligan, MBA
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Mardi's business experience comes from her 25 years of experience in a family-owned business, as Development Director for the UM School of Business Administration, sales exec in publishing, insurance, media, as a business owner and entertainer.

A three-hour customer service "Tune-Up" covers:

- Benefits of a positive attitude in the work environment
- Identify the four basic customer personalities
- Recognize power-draining personality types
- Phone technique, body language, tone-of-voice and E-mail
- How to handle difficult customers and co-workers
- Common sense communication and listening
- The benefits of the 360-degree performance evaluation
- Self-evaluation of customer service skills and action plan for change
- Integration of life balance and stress busters
- Self-evaluation of self-empowerment skills
- Action plan for immediate positive changes

Power-Up with a Periodic "Tune-Up"

- Raises attitude awareness and improves employee relations
- Creates employee awareness of the differences between positivity vs. negativity in the workplace
- Profits increase from returning customers who feel valued and appreciate consistency in service
- Improves communication skills and reduces misunderstandings

Book your customer service training in either one session, two identical trainings on the same day or in two identical trainings on different days. Anytime. Any day. In Missoula, anywhere in-state or out-of-state! Also consider a presentation or workshop for your association or retreat.

BONUS! A small 38-page workbook for easy reference!

Call 1-406-542-9258 for more information and book
your Customer Service Training now!

What attendees are saying about Mardi's presentations:

"Mardi's CS Training was exactly what we needed to get us all on the same page. Loved the songs--job well done!"

--Bob Thomas, President
Rocky Mountain Bank

"Mardi, what a great job you did at the Missoula Chamber Breakfast Forum! Thanks for your professionalism and sharing such valuable information with our members."

--Kim Gibbs, Speaker
Windows of Opportunity

"Great job at the Regional Training Academy, Mardi. I enjoyed the different touch of your songs--nice addition!"

--Jackie Brost, Program Director
USDA Forest Service, RTA

"Thank you for the impact you made on our staff at the Regional Employee Development Meeting. We appreciate the knowledge and the fun you brought to us!"

--Jerri Roni, Dir. of Emp. Dev.
Western States Insurance

Fine Tuning Solutions helps companies and employees succeed by strengthening internal and external relationships through effective communication skills, planning and goal setting.

FINE
TUNING

Get *ALL* your employees
on the *SAME* page!

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5 STAR LEADERSHIP: FINE TUNING YOUR SUPERVISORS



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Mardi's business experience comes from her 25 years of experience in a family-owned business, as Development Director for the UM School of Business Administration, sales exec in publishing, insurance, media, as a business owner and entertainer.

Have Employees Rate YOU! **Management IQ Quiz:** **Circle True or False**

1. T/F Do you feel you receive adequate acknowledgment for your contributions at work?
2. T/F When assigned a task, does management provide you with direction/support/feedback?
3. T/F When assigned with a new task or responsibility, does management provide you with adequate training?
4. T/F Does management provide you with opportunities to provide solutions?
5. T/F Do you feel management utilizes your skills and talents in your job?
6. T/F Do you feel comfortable with the level of responsibility given you?

6 Trues - You're doing it right!
3 Trues - Needs work
0 Trues - Trouble brewing!

Tune-Up your supervisory skills in three hours when you learn how to:

- Align your management team with your mission statement
- Lead by example, with "show, don't tell" role modeling
- Integrate a win/win attitude into problem-solving
- Practice effective communication skills
- Recognize sensitive situations and handle them delicately
- Address accountability and initiate follow-up
- Differentiate between discipline and punishment
- Generate honest performance evaluations
- Delegate responsibility to avoid micromanaging

Power-Up Peak Performance

- Ignite your team with the "10 Power Tools"
- Rejuvenate communication and build rapport
- Boost morale
- Accelerate productivity and avoid burnout
- Cultivate accountability
- Maximize the bottom line

Management Training for Supervisors is a three-hour interactive workshop where critical issues can be discussed in a safe environment. Is your team aching for a "tune-up"?

BONUS! 55-page, easy reference workbook included!

Call 1-406-542-9258 for more information and book your Management Training for Supervisors now!

Fine Tuning Solutions helps companies and employees succeed by strengthening internal and external relationships through effective communication skills, planning and goal setting.

PAST ATTENDEES

- ALPS
- Big Sky Supplies
- Bitterroot Valley Chamber
- Blackfoot Communications
- Coldwell Banker
- Collection Bureau Services
- Community Medical Center
- Cultured Log Systems
- Curves
- DA Davidson & Co.
- Dahles
- Days Inn
- Dayspring Restoration
- Express Personnel
- First Security Bank
- Five Valleys Urology
- Hyster Sales Company
- Insured Titles
- Lambros Real Estate
- Mineral Valley Hospital
- Missoula Chamber of Commerce
- Missoula OB-GYN Associates
- Missoula Surgical Associates
- Monida Healthcare
- Montana First Credit Union
- Montana Healthy Weight and Wellness
- Montana Neurosurgery Center
- Montana Rail Link
- Mountain Supply
- Mustard Seed/Noodle Express
- National Association of Home Builders
- Partnership Health Center
- Payne Financial Group
- Pyramid Printing
- ReliaCom Call Center
- Rocky Mountain Bank
- Ronan Telephone Company
- Rosco Steel
- Signal TV
- Stewart Title
- Trailhead
- University of Montana Career Services
- USDA Forest Service
- Watson Children Shelter
- Western States Insurance
- Western Title and Escrow
- Wingate Inn
- Women's Club
- YWCA

TESTIMONIALS

"Mardi, on behalf of the Watson Children's Shelter staff and myself who attended your seminar on Customer Service, thank you for an excellent presentation. The fundamentals can be often overlooked and unfortunately leave a poor impression. My staff appreciated the reminder of the importance of a positive attitude."

"The seminar has also provided us with a foundation for discussion, particularly as it relates to our relations internally and externally with Watson Children's Shelter. You have a friendly, professional and approachable manner that made the seminar interesting and helpful. Again, thank you for the valuable seminar."

Fran M. Albrecht, Executive Director, Watson Children's Shelter

"Thanks again, Mardi. You gave a great presentation in Big Sky at the National Association of Home Builders 2005 Executive Officers Council Seminar. I thoroughly enjoyed it!"

Patty River, Home Building Association, Central Louisiana

"This is the most open, genuine customer service class I've taken, and I've been to a lot. Thanks for the comfortable, open setting, Mardi. You're a great trainer!"

Lisa Wyckoff, USDA Forest Service

"Thank you, Mardi. Very excellent information. Good, positive class! It would be good for all employees to take this class. Even those with good customer service can always improve! Loved the songs!"

Kathy Engstrom, USDA Forest Service

"Mardi presented her three-hour customer service training at our 2005 Regional Employee Development meeting. Thank you, Mardi, for the impact you made with our staff. We much appreciate all the knowledge and the fun you brought to us!" Jerri Roney, Director of Employee Services, Western States Insurance

"Mardi's customer service training was exactly what we needed to get us all on the same page. Thank you for giving us a usable format with great new ideas and providing us with an easy, usable reference tool. Your presentation is the talk of the bank and thank you for your songs. They really added a special touch. Well done!"

Bob Thomas, Banking Industry, Bitterroot Valley

"Everything was great! Your Montana song was very moving and made me appreciate what we actually do for the State of Montana." --Kristina Perry, Assistant Lewis and Clark Bicentennial Coordinator for the Clearwater National Forest, USDA Forest Service

"I attended your session, "Motivation: Dysfunction Junction," at the EOC Seminar for the National Association of Home Builders at Big Sky. I found it very interesting and informative - your songs were very appropos. On our way home, I saw a billboard in Casper, Wyoming saying 'Now hiring good attitudes' and it instantly reminded me of your session."

"I look forward to many more EOC seminars and hope to have the privilege of attending future sessions of yours. Thanks, Mardi."

Bee Marx, Executive Officer, Home Builders Association, South Fort, Colorado

"Mardi's Customer Service Training gave me some great ideas to use at work and home. She understands one's role no matter what the position is in the company."

Bonnie Naffziger, Operations Manager, Signal TV

"We all roared with laughter at your one-hour presentation at Monida Healthcare's "Learn It Lunch." Thanks for the inspiration and surge of positive energy!"

Karen Cromwell, Missoula

..more testimonials: <http://mardimilligan.com/testimonials.html>