



1/16/12

Dates to Remember:

- Jan. 17 @ Owen Brennan's, Noon Re-engagement Luncheon
- Jan 18 @ Peabody Hotel, Noon Re-engagement Luncheon
- Jan 26 MILE #5 UC Ballroom 5:30-7:30 PM
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MILE Monthly Messages

Hi MILEr's

Welcome back from what I hope was a wonderful holiday vacation for each of you. Personally I visited three countries and saw lots of wonderful sites. But frankly I'm ready for the normal term to start so I can rest up and devote some time to my favorite endeavor, the MILE Program. Let's hit the ground running with the re-engagement lunches scheduled for Tuesday, January 17 at Owen Brennan's and Wednesday January 18 at The Peabody. Come to one or the other or both and enjoy a great menu and discounted pricing at each, thanks to the benevolent efforts of Jim Baker and Dan Bamrick. Then get your schedule set for our next two monthly meetings coming up almost back to back on Thursday, January 26th and Friday February 10th. This unusual scheduling was a function of working around the schedules of our two top notch national speakers in Dr. Joseph Michelli and Dr. Jason Womack, both authors and well known consultants to the business world. I look forward to seeing you tomorrow or Wednesday at the lunches and soon after at the monthly meeting. Take care and remember to "Get Engaged" with your respective Mentor or Protégé.

Dr. Bob Taylor



MILE Session #5 Keynote Speaker - Joseph Michelli

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It's All About Customer Service: Principles to Inspire, Engage, and WOW!

Join us for a private reception and UofM leadership inspired presentation with "one of the top five Customer Service Influencers" in the world

Private Reception hosted by:



masterIT
technology working for business

Thursday, January 26th

5:30p-7:30p

**@ The University of Memphis
University Center
Ball Room (3rd Floor)**

Parking Available in Zach Curlin Garage adjacent to University Center

This reception is a joint event between the Lipscomb Pitts Breakfast Club, the UofM MILE program, and UofM LEAD program. It will be an exclusive opportunity to meet Dr. Joseph Michelli and interact with a question and answer session. Space is limited. Hors d'oeuvres and soft drinks will be served.



THE UNIVERSITY OF
MEMPHIS
LEAD Program



Joseph Michelli, Ph.D.

Dr. Michelli is an internationally sought-after speaker, author, and organizational consultant who has been described as "catching what is right in the world and playfully sparking people and businesses to grow toward the extraordinary."

Michelli recently was recognized by Focus as "one of the top five Customer Service Influencers to Track in 2011."



His most recent book, *The Zappos Experience: 5 Principles to Inspire, Engage, and WOW*, shares the rich and unorthodox service culture at Zappos, a company known primarily for selling shoes in playful and engaging ways. Michelli explores effective employee and customer service engagement techniques and the integration of work and fun at Zappos.

Below are some of his bestsellers. *The Starbucks Experience: 5 Principles for Turning Ordinary into Extraordinary* has consistently achieved bestseller status on *The Wall Street Journal* and *BusinessWeek Magazine*. It offers an in-depth look at every level of the company with a rare blend of boardroom strategies, employee motivation tips, community involvement, and customer satisfaction.



Please **RSVP** prior to January 23rd to blarry@master-IT.com



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Dec. 2nd, Session #4 Recap

The November MILE meeting marked yet another inspirational and educational session, along the line of successful events this year.

We want to thank our corporate partner McDonald's and its Mentors: Bettina Roberts, Kevin Morgan, Chandra Gegoire, Charice Nash, and Steven Hunter, for providing fruit cups and speaking on innovation. We learned a lot of new things about their company from their new healthier menu to their inspiration to go green.

Bill Catlette closed the ceremony reinforcing teamwork and leadership enhancement, and also provided each participant in the session a copy of his book "Contented Cows Give Better Milk". We encourage each of you to follow Bill at <http://countedcows.com>, for continued education and insight on leadership and communication improvement.

We would also like to give a final thanks you to all the Mentors and Protégés for participating and bringing your enthusiasm and expertise. We look forward to seeing you January 26 at 5:30 at the U.C. Ballroom for our next event!



Lipscomb & Pitts Breakfast Club Friday, Jan. 27

The MILE program has been offered seating for **4** mentor/protégé teams to attend the LPBC Signature Breakfast featuring the bestselling author of *The Zappos Experience: 5 Principles to Inspire, Engage, and WOW*, Dr. Joseph Michelli. The event will be held at the Memphis Botanic Garden, 750 Cherry Road, Memphis, TN 38117 from 7:00 – 9:15 a.m. on Friday, January 27, 2012. If you would like to attend, please reply to this message with your RSVP, first come first serve.

In addition to his dynamic and entertaining international keynote presentations, Dr. Michelli provides: CEO consultation, Group facilitation and team-building strategies, Creation of open management systems, Development of customer/employee engagement metrics, and Customized management and frontline training programs.

Dr. Michelli has consistently achieved bestseller status on *The Wall Street Journal*, *BusinessWeek Magazine* and *USA Today* lists. He has been featured on television programs such as *The Glenn Beck Show* and *CNBC's On the Money* and has conducted hundreds of radio and print interviews.

We understand that spots are limited for this event, but luckily he will be the keynote speaker for our own event the previous night, so everyone will get a chance to hear his words of wisdom.

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Girls Inc. Recap

On Monday, November 14th, a group of nine women composed of both MILE proteges and mentors and 2nd MILers went to Girls Inc. We started the night by showing the girls how to sew on buttons and how to make scarves. The girls really seemed to enjoy their new-found talents. We ended the evening by splitting them into groups. The older girls discussed what it means to be a leader and completed a few leadership exercises. The younger girls had a small dance class. They were taught several ballet and tap steps. Overall, the girls seemed to have fun, and we did too!

-Britney McWilliams



Thanks for your passion and dedication Britney! You are a true example of what the MILE program is all about. MILers, if you are involved in donating your time to a good cause, we would love to hear about it!

Notes from the staff

The January MILE event will be very unique, as the MILE program is teaming up with both Lipscomb and Pitts Breakfast Club and masterIT, allowing renowned author and speaker Joseph Michelli to close the event. You will see many new faces at this month's session. This will be an excellent opportunity to network and meet new contacts within our community. We would also like to thank Michael Drake, who will be providing free parking passes to all the Mentors for the January event. Please be sure to thank Michael for his gracious contribution!

Please note that the February MILE event is right around the corner! Please keep the date in mind as speaker, consultant, and author Jason Womack will be presenting. You may RSVP for this event at any time.



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Fogleman Feeds Recap

The MILE program was represented in full force at Fogleman Feeds. We want to thank the Mentors, Protégés, 2nd MILers, our extended MILE family, and of course Dr. Bob and his wife Pat for contributing their time and cooking skills to give back to the community.



What a great looking group!



Bob and Pat, taking time out to pose. What a good looking couple!

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Despite the extended rush of patrons, the MILers worked hard to ensure everyone went home with a home cooked meal.



Grill master James Snyder hard at work.



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Here we see Jermia Jerdine's family secret mac n' cheese recipe.

Doesn't that look good!?

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Thanks again to each of you for your charitable passion and support in representing the MILE program!



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Team Ligers Holiday Fun



The Ligers Team had a Mentor/Protege get-together on Dec 4 at Kathy Tuberville's lovely home. Mentors present were Dan Bamrick, Chandra Gregoire, Karen Foley, and Kathy Tuberville. The event was planned by proteges Nicole Brown and Alyson Blain. To help celebrate the fun, 2nd MILE students Phillip Brooks, Steven Sanders, Britney McWilliams, and Darrin Mellinger also joined in the fun!



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The highlight of the evening was a unique game led by Alyson where the teams had the following items to orchestrate into reindeer antlers--pantyhose, balloons, etc. and then they had to perform a vocal rendition of Jingle Bells. The winning team had a hard time enjoying their glorious victory, since they had to watch Steven Sanders don his pantyhose antlers on his head, while enthusiastically singing Jingle Bells! Way to go Ligers!