

# Lovelynn Ivey



Lovelynn Ivey has been educating and inspiring audiences all over the US for well over 20 years. She is one of those rare individuals who thoroughly enjoys speaking in front of large groups and is energized by helping others learn and grow.

Lovelynn combines a down to earth approach with wit and humor in all her presentations.

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*"I can't thank you enough for your amazing presentation. Your enthusiasm is infectious"*  
Jim, CA

Drawing on her talents and wealth of knowledge from three decades of business growth and event execution in industries such as Hospitality, Arts & Entertainment, Sailing, Medical, and Insurance, Lovelynn is driven to help organizations and individuals achieve their highest potential.

With over 40 years of business experience, Lovelynn's broad reach of skills and layered knowledge in various industries produces effective and lasting growth for Private Clubs, Associations and Individuals

## FLEET OF SERVICES

- Interim ED, GM, AGM, F&B Director, and Director of Catering & Events
- Long term leave coverage
- Organizational Design & Effectiveness
- Event Management
- Program & Project Management
- Speaking and Education

For a full list of proven successful avenues to grow your business, please visit [www.Lovelynn.com/services](http://www.Lovelynn.com/services).

## Speaking Topics

### THE MEMBER'S CLUB: EXPANDING YOUR HORIZONS

Yes, the world changed with the Covid pandemic. Did your membership model? Get out of your comfort zone and refresh your programming. The world is their oyster and you need to attract and engage members with a different lense on life. In this seminar you will learn to;

- Modernize your membership model
- Use technology to reach beyond their expectations
- Build multigenerational programing for ultimate engagement
- Market activities to a broad base
- Understand there are cultural differences between generations

### ACCOUNTABILITY AND COMMITMENT STRATEGIES FOR SUCCESS

Accountability is critical in a business and promotes engagement and ownership because everyone clearly knows what his or her responsibilities and expectations are. Being accountable means standing by decisions, actions, and the overall well-being of projects. When everyone from the top to the bottom follows through on promises, doesn't blame others for mistakes, and supports others in achieving goals, it creates a healthy and positive work culture.

In this seminar you will learn to;

- Define your organizations culture so your employees can align themselves with what accountability means to you
- Enable people to acknowledge mistakes without fear of blame
- Earn team buy-in before moving forward with a policy or project
- Let your employees take the helm on solving problems themselves
- Communication strategies to promote accountability with your team

### DON'T SWEAT THE SMALL STUFF

Running an organization can be complicated. Don't get caught up in the weeds.

In this seminar you will learn to;

- Identify and avoid time whirlpools
- Focus on what matters most each day
- Bring home the energy to your family each evening
- Live in the moment and don't let it pass you by
- See the glass half full

Core Values: Truth & Integrity . Commitment to Community . Humility . Joy & Celebration . Rest & Renewal



## NAVIGATING STAFFING TRANSITIONS

When a senior staff member moves on, it can not only leave a whirlpool in the workflow, but create stress among leaders , staff, and members alike. Planning ahead, having enough hands to complete the work, and transparent communication will help keep you afloat.

In this seminar you will learn to;

- Identify the areas of concern upon your leader leaving
- Evaluate your current resources
- Communication tools to ensure confidence in the team
- Fill the gaps
- Embrace new ideas for the future vision of the organization

## LEADERSHIP BY QUESTIONS: EMPOWERING YOUR EMPLOYEES TO EXCEL

Good leadership is about asking powerful and inspiring questions. Research has shown that expressing vulnerability and asking for help is a strong signal to others that you are trusting, and you're more likely to be trusted in return.

In this seminar you will learn to;

- Ask leading questions that give your employees confidence
- Ask questions that invite collaboration and make the most of the answers
- Build trust with your team
- Inspire people to identify new opportunities and to ask for help when they need it
- Trust the team you hired and empower them to excel

## GIVE BACK TO THE FUTURE: RUNNING A SUCCESSFUL INTERNSHIP

You have made it through the trenches to a leadership role. You have learned from many mistakes and made the world a better place. Now it is time to pass along your experience and help mold the next generation. After all, if you don't, who will? Your competition?

In this seminar you will learn to;

- Develop a challenging and inspirational internship program
- Understand the legal aspects to running an internship
- How to find interns
- Conduct evaluations and provide recommendations to the interns
- Hire your intern

## ANSWER THE PHONE WITH PIZZAZZ AND GET THE YES

When members call your office, the first point of contact they have is with the person who answers the phone, which is why front office training is so important. It is a first impression that starts the tone for the customer experience.

In this seminar you will learn to;

- Motivate your team to smile
- Create a consistent phone culture
- Develop a reward system to empower your team
- Set up the experience with "Hello"
- Create a lasting impression

## BEYOND THE NEW GOLD STANDARD: HOW TO EXCEL IN CUSTOMER SERVICE

The Gold Standards are the foundation of The Ritz-Carlton Hotel Company and encompass the values and philosophy by which they operate. Ladies and Gentlemen serving Ladies and Gentlemen. It is a great foundation, but there is more.

In this seminar you will learn to;

- Anticipate and fulfill each member's needs
- Create unique, memorable and personal experiences
- Research before the member arrives
- Build trust in a digital world
- Make a lasting impression



## DANCING WITH INSPIRATION: A STORY OF POSITIVITY

When people think of having a positive attitude, they might think that means showing surface level signs of happiness, like putting a smile on one's face or trying to think happy thoughts. But it's more than that. A positive attitude is something that goes deeper and has an effect beyond surface cheer. Negative attitudes promote fear, while positive attitudes do the opposite and promote a more hopeful outlook on life. In this seminar you will learn to;

- Prioritize and achieve your most important goals, instead of constantly reacting to urgencies
- Increase motivation, energy, and work/life balance by making time for renewing activities
- Make lemonade
- Put on their shoes and find the rainbow
- Wake up with gratitude

