



# CAPITOL CITY SPEAKERS BUREAU

*We help you thrill your audience!*

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## Guy Smith

*Travels from:* Tennessee

*Fee Range:* \$5,001 - \$7,500

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Guy Smith helps leaders and businesses reinvent themselves from the inside out - beyond making incremental improvements and into achieving powerful, sustainable, breakthrough results. Guy's dynamic style and expertise in leadership, customer service, diversity, employee satisfaction and linking employees to business strategy will reach an even wider audience.

Previously with Gaylord Opryland in Nashville, Guy headed the leadership and training of 4,000 employees for the 2,880-room resort and convention center. Focusing on leader and frontline development linking employees to business strategy, he led a team that created and implemented a resort-wide customer service initiative resulting in a 21 percent increase in customer satisfaction in just eight months. Guy also led the company's entrée into Diversity with an awareness program - the beginning steps to creating a culture that embraces differences.

Guy also served as the Vice President of Organization Effectiveness for the Methodist Health System in Dallas, supporting two hospitals, four family health centers and 3,500 employees. Before joining the Methodist Health Care system in Dallas, Guy worked for Texas Instruments as a performance coach focused on developing and implementing customized training and cultural interventions across a spectrum of business areas. He also oversaw the company's enculturation process introducing the organization's values and critical success factors that encourage innovative thinking, and lessen time-to-contribution for new hires by 29 percent.

Earlier in his career, Guy spent 18 years with The Walt Disney Company in Florida primarily at Disney University and Disney Institute. Responsible for directing a 40-person team of consultants and facilitators while overseeing the operation of 30 training programs, he achieved an overall guest satisfaction rating of 4.75 on a 5-point scale. While there, he was responsible for identifying business solutions for organizations, and he consistently surpassed his sales goal by as much as 40 percent. Guy began his career at The Florida School for the Deaf and Blind as a Vocational Counselor for the hearing-impaired and continues to use his sign language communication skills today. He graduated from Flagler College in St Augustine Florida and holds two B.S. degrees - one in Education and another in Psychology.

Known for his dynamic and unique presentation style, Guy is a certified practitioner of Crucial Conversations, Myers-Briggs Type Indicator, Design Dimensions International, and HeartMath, an approach to managing your physiology to direct behavior effectively in stressful situations. He is a member of CHART (Council of Hotel and Restaurant Trainers) and ASTD (American Society for Training and Development).

### *Most Requested Programs...*

- The Yeah! Factor: Customer Experience
- The Yeah! Factor: Employee Care
- The Yeah! Factor: Leading From Possibility