

JASON YOUNG

INTRODUCTION

It's time to sit back, relax and get ready for a presentation that's going to be a little bit of everything we all need today: challenging, fun, provocative and motivating! Our speaker today has been called a "rare breed" when it comes to developing leadership, team and customer service initiatives. As a former leader at Southwest Airlines, Jason learned the value of a high performance workplace culture – where people can do their best work. During his 10-year tenure with Southwest, he was a key driver in creating and developing the company's innovative training programs for its people-first leadership and customer culture that have become renowned in the business world today. But instead of me telling you the story, I'll let the one who knows it the best do the talking.

Ladies and gentlemen, please welcome, Jason Young.