

ENVIRONMENTAL ORGANIZATIONS

ESP®

Atmos Energy & Natural Gas

Problem

Atmos Energy is the largest natural-gas-only distributor in the United States. Providing energy for over 3.2 million customers nationwide requires not only a dedicated team but the highest level of Service managers. *Atmos Energy* wanted to educate and energize its management teams, from Kansas and Colorado to raise the standard of interaction they have with government officials, contractors, and customers.



Solution

Atmos Energy assembled their leaders for a conference that included lunch with dining etiquette training. *Atmos Energy* requested that ESP bring home the details of acceptable behavior at the table and reinforce the guidelines of etiquette. The continued success of these employees will rely on their ability to approach their leadership demands with social skills to balance their field knowledge and experience.

Results

ESP® delivered, with compelling persuasion, the importance of dining etiquette on the job. With participation that surpassed expectations, the employees engaged in the training with a contagious curiosity to gain understanding and answers that would improve their professionalism.

Quotes

“Our team first objected to the idea of etiquette training. After attending the training, we received a lot of very positive comments from everyone who attended.”

-Karen Wilkes, Director Public Affairs

Executive Social Presentation
The Business of Courtesy

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