

Lisa Bouchard Franchise Testimonials

Mary Rich, Business Operations Manager Marriott International

“Lisa Bouchard and her team are true business partners. Lisa’s knowledge, passion, and desire are like none I have ever seen. She truly understands the customer and provides a customized program that fits their specific needs!

Our participants state that the sessions are life-changing and that they have been able to connect with clients, peers, associates as well as their bosses like never before. Participants find the DISC session so valuable that they often ask for more and what’s next. The customer service, webinars, and follow-up from Data Dome definitely keeps us loyal partners.”

Jessicah Pounds, Senior Director of Training Moe's Southwest Grill

“Having Lisa Bouchard conduct the DISC Behavior Styles has been the best thing we have done yet at our General Manager Regional Meetings (from our 650+ restaurants).

These sessions were focused on the GMs learning about their DISC behavioral styles with a goal of going back to their restaurants with an awareness of how their behavioral style directly affects how they lead their team and produce results. During the session, I got the pleasure of visiting the tables directly and listening to the participants discuss how the DISC knowledge will have a direct impact on:

- Recruiting and Hiring
- Coaching and Counseling
- Guest Service and Productivity
- Developing their Future Leaders
- Driving Sales and Profitability

Watching this unfold was truly remarkable - the action plans for how they wanted to improve said it all:

- Commit to adapt their leadership style to help them build their team, serve customers, improve productivity and profits
- Have one-on-ones with each team member to understand how they could work better together to achieve results
- Improve the questions they ask during interviews to ensure the proper mix of styles are hired to have an optimal team
- And so much more!

I highly recommend this session for any business as it opens up the eyes of leaders and shows them the importance of understanding, adapting and coaching different behavioral styles to create a results oriented business.”



Heather Lane, Senior Director of Learning & Development

FOCUS Brands

"What I love most about working with Lisa Bouchard is her ability to adjust effectively to any audience. She has supported us in all the facets of our business – support center employees, franchisees, and restaurant level managers. In every case she has been able to connect with the group and deliver in a way that everyone understands and "gets it."

Lisa is not only a true professional and expert in her field, but she is able to respond to any group in a way that allows them to take true meaning from her sessions and readily apply it to their business challenges."

Post-Session Participant Interviews (feedback solicited by client)

"Don't tell anybody this, of the three regional meetings I have attended, this has been the most helpful with lots of ideas that I can take back to my store."

"It was eerie how right on the DISC profile was. It is going to help me better develop my employees because it gives me a tool to customize coaching and training and put them in the best position for their style."

"This let me reflect on where I need work, what I need to change, like hitting problems head on instead of letting them go on. It showed my strengths as well as my weaknesses and where I need to develop."

"Your interaction with your team is the most important effect you can have on your restaurant. Engaging them, challenging them, motivating and developing them is going to be a key role in expanding the business and having the best profitability and cost of goods...really, everything."

"I could tell when I am training people that they all have different styles but I didn't have the tools to be able to train them differently. This session gave me the insight and vocabulary to communicate more effectively with my crew."

"You find out so much about yourself and in a way that you can problem-solve differently because you see yourself and people differently. And it isn't just the people you work with, it is everybody. So you can better determine how to solve a customer complaint because you can read the customers and know what is important to them."