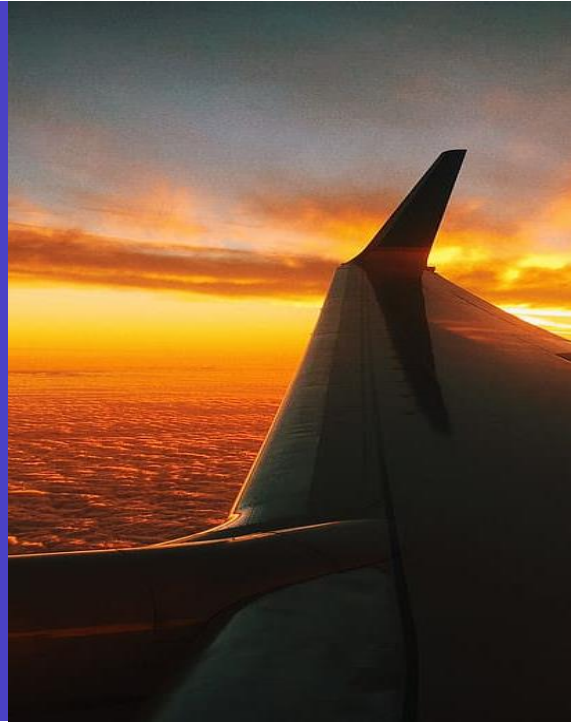


The Flight Attendant's Secret

Kevin M. Lawrence



1

The Iceberg



The Myth of the 'Overnight Success'

2

2

Congratulations



1. Great Resignation
2. Historically Tight Job Market
3. Upskilling & Reskilling
4. Diversity, Equity & Inclusion
5. ET, ALF, AI & EI

3

3

4 P's

1. Process
2. Products
3. Profits
4. People



4

The Red
Lollipop

