



MARDI MILLIGAN

MBA * Speaker * Trainer * Facilitator * Singer/Songwriter/Entertainer

FINE TUNING SOLUTIONS

If your organization needs
a customer service or
management tune-up...

If you want to activate the
positive and stop the
negative...

If you're tired of being out of
tune due to ineffective
communication...

If you need help
orchestrating a
specific action plan for
change...

Then,
This tune up is for you.
Co-workers and
Supervisors too.



**What audiences
are saying:**

“Powerful”

“Loved the songs”

*“Your customer
service seminar
is just what we needed
to get us all
on the same page!”*

Coming Soon
to your organization...

Over 30 years experience in sales, development, customer service and entertainment.

Fine Tuning Solutions • Mardi Milligan • PO Box 17137 • Missoula, MT 59808
www.mardimilligan.com mardi@mardimilligan.com
406-542-9258 Fax: 406-728-4488

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TABLE OF CONTENTS

| | |
|--|-------|
| MARDI'S ONE SHEET. | 3 & 4 |
| <i>MISSOULIAN</i> , by Joe Nickell, "Milligan's 'Choices' Offers Warm Message". . . . | 5 |
| BIOGRAPHY/INTRODUCTION. | 6 |
| FINE TUNING YOU: BREAKING THROUGH DYSFUNCTION. | 7 |
| ATTITUDE 101: FINE TUNING YOUR TEAM TO BUILD SERVICE EXCELLENCE. | 8 |
| 5 STAR MANAGEMENT: FINE TUNING YOUR SUPERVISORS TO SHINE. | 9 |
| CLIENT LIST | 10 |
| TESTIMONIALS | 11 |
| CD - "CHOICES" TESTIMONIALS | 12 |

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“Great tools to use everywhere!”



“A real eye opener”



“Your songs add a nice touch!”

- How's your attitude at work? With co-workers? With loved ones?
- Is it time for a company-wide customer service “tune-up?”
- Are you “tuned in” to fulfill your life’s dream?
- Is your life as good on the inside as it looks on the outside?

Native Montanan Mardi Milligan was raised in the hotel, restaurant and bar business. Training to work with the family business, Mardi earned her BS degree in Personnel Management and Business Education. When the time came, Mardi opted out and walked away from working in the family business.

With a love for music, Mardi turned to singing and performing in a number of different rock and country bands. She started a solo act, formed a publishing company to record an album and sang on stages from Alaska to California.

But in 1984, while singing in San Diego, Mardi received several wake-up calls and hit rock bottom. First, she got pregnant, and two months later her husband walked out. Two weeks later, her dad died; one week later, she lost her job. Mardi decided to crawl back home to Montana only to have the IRS levy every cent she had in the bank on the day her son was born.

In the long, cold, winter months that followed--with the loving arms of friends and family wrapped around the gift of that incredible baby boy--Mardi licked her wounds and started the healing process. She humbly rolled up her sleeves, reached out to her community, started her recovery work and planned a career change.

Mardi saved enough money to go back to school to earn her MBA degree and, upon graduation, was hired as the first Development Director for the University of Montana School of Business Administration. She helped make the dream of the new William and Rosemary Gallagher Business Building become a reality. Then, after a series of geographical moves, Mardi went into sales and media and is now a speaker, trainer, facilitator, musician and singer/songwriter.

If you've come to a crossroads called Dysfunction Junction--and you're tired of making wrong turns--implement Mardi's action plan for change! Make a conscious choice to stop draining your own power with negativity, adopt a positive attitude and turn right for success!

Mardi spices up business with her music. Mardi's new CD, “Choices,” reinforces her life changing message!

**DISCOVER HOW TO FINE TUNE YOUR CHOICES
TO UNCOVER AND RE-DISCOVER JOY IN YOUR LIFE!**

MARDI MILLIGAN

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FINE TUNING SOLUTIONS *presents:*

ATTITUDE 101: FINE TUNING YOUR TEAM

To Build Service Excellence!

- “Tune-Up” strategies for consistency in customer satisfaction
- Uncover the power of personal choice
- Activate the positive and annihilate the negative
- Magnify your personal power with attitude and use stop/start lists
- Handle difficult customers and co-workers with confidence
- Identify power-draining, dysfunctional personality types

“Powerful!” • “I’m motivated!” • “Loved the songs!”

5 STAR LEADERSHIP: FINE TUNING YOUR SUPERVISORS

10 Tools to Help Supervisors Shine!

- Rejuvenate effective role modeling
- Handle difficult customers and co-workers with a specific plan
- Eliminate time wasters by “honoring the absent”
- Witness positive growth with 360-degree performance evaluations
- Unite your team by strengthening problem-solving skills

“Thanks for the safe venue” • “I’m excited to try this!”

FINE TUNING YOU: BREAKING THROUGH DYSFUNCTION

Tired of Making Wrong Turns? Turn Right for Success!

- Eight life-changing principles to turn your life around
- Discover the winning principle of “Catch and Release”
- Identify the secret replacement for resentment
- Uncover the vital key necessary for change

“Your songs are a treat!” • “Codependency Blues is right on!”

Products available:
www.mardimilligan.com:

The Music CDs



Choices



Looking Back

Fine Tuning Tips



For Mardi Milligan workshops, speaking engagements or product information:

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mardi@mardimilligan.com • www.mardimilligan.com • www.montanaspeakers.com



Milligan's 'Choices' Offers Warm Message

By Joe Nickell of the *Missoulian* Western Montana Weekend, Section E pages 1-2
Friday, October 14, 2005

Mardi Milligan might be the most out-of-the-box business consultant in America. That's because the Missoula woman specializes in giving corporate seminars on improving customer service – seminars in which she sings and plays guitar.

As schticks go, it's certainly one that raises eyebrows. But judging from the success of her business – punningly called Fine Tuning Solutions – it's clear that behind the schtick there's an important message. Past clients include plenty of local and regional heavyweights, including D.A. Davidson, Lambros Real Estate, Blackfoot Communications and First Security Bank.

What does music have to do with customer service? Well, it mostly just has to do with Mardi Milligan's divergent interests. A couple of decades ago, Milligan was making her way as a musician when she decided it was time for a life change. She was living in San Diego at the time, and a number of events converged to propel her back to her former home in Montana.

"I had a series of huge wakeup calls which motivated me to come back, go to school and get my Masters of Business Administration degree," explains Milligan. "Since then, I've just tried to integrate music into everything I've done."

There was a time when Milligan was better known around Montana for her music than for her business consulting. Before she moved to San Diego, she was a regular fixture at the Heidelberg, where she and a group known as the Munich Three performed and led spirited sing-alongs that were popular with University of Montana students. She was also a member of Smile, a six-piece touring band based out of Kalispell.

It's been 21 years since Mardi Milligan last performed a purely musical concert. She's continued to play and write music, and even runs a company called Special Moments Music, which offers personalized songs for special occasions.

But after running into two former peers – Nina Russell and Jean Wrobel – at a Missoula Children's production a while back, Milligan realized that she missed the opportunity to play the music that means the most to her on a personal level. "I decided it was time to step back up and do some music," say Milligan.

Milligan culled through the 140 songs she has written, and ended up recording fourteen of them for a new CD. That album, titled "Choices," demonstrates Milligan's penchant for upbeat country songs and sentimental ballads. They're the kind of songs that eschew the jaded, often cynical sentiments of modern pop music in favor of comforting, positive messages. Take, for example, her ode to her father, titled "Your Love for Me:"

"Your love for me is a lot like God's love, it's always there no matter what I do / Your love for me is a lot like God's love, it's always there to help and see me through / I remember when I was small, the whole world then seemed so tall, you used to hold me in your lap and read / Your arms were around me, your love did surround me, the lessons that you taught me were your seed."

"My intention was to just create some nice music that is pleasant and sticks to the simple stuff," explains Milligan. "I've always liked a variety of music, but I think a lot of the older listeners today don't have a place to go. I like the oldies, but I think there's a big hole out there somewhere."

Despite – or perhaps because of – her intimate knowledge of the business world, Milligan isn't aiming toward a full rejuvenation of her music career. She just wants to play some concerts, share her music, hopefully touch some souls.

"It's not like I want to set the world on fire; I just think it'll be fun," she says.

Make a "Choice" — Mardi Milligan will celebrate the release of her CD, "Choices," and the re-release of her 1979 album, "Mardi Milligan – Old, New, Borrowed 'n Blue, Milligan Stew" (now entitled "Looking Back"), with a performance at the Crystal Theater on Saturday. The show starts at 8 p.m.; tickets are \$8 in advance (available from Rockin' Rudy's) or \$10 at the door.

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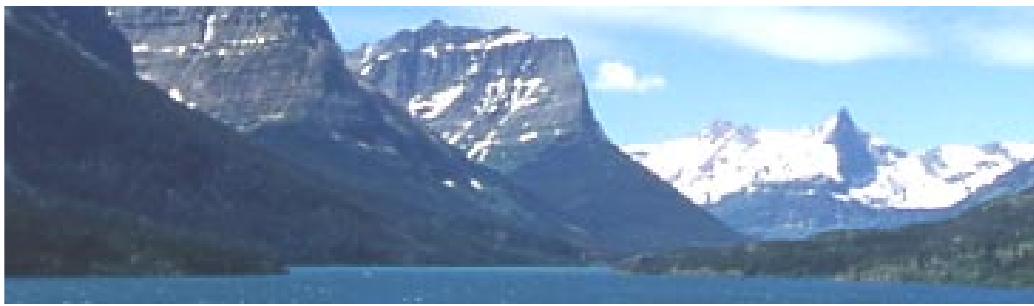
BIOGRAPHY/INTRODUCTION

Mardi Milligan is a native Montanan, raised in Miles City in several family-owned businesses. She has a Bachelor's degree in Business Education and Personnel Management from the University of Montana. After earning her MBA degree, Mardi became the first Development Director for the UM School of Business Administration and helped raise the necessary funding for the new William and Rosemary Gallagher Business School Building.

With over 30 years of experience in development, sales, media and musical entertainment, Mardi is the owner of Fine Tuning Solutions as a speaker, trainer and facilitator. She helps organizations fine tune their customer service and supervisory skills by "Getting ALL your employees on the SAME page!" Through Mardi's energetic, straight-forward and delightful approach, she challenges us to raise the bar in communication, attitude, self care and goal setting.

People, music and fly fishing are her main enjoyments. Mardi comes to us today as a member of the Montana Speakers Network, Montana SHRM, the Missoula Businesswomen's Network, the Missoula Chamber of Commerce and is the Western Montana Regional Coordinator for the Nashville Songwriters Association International. Today Mardi's talking about fine tuning communication and how it plays such an integral role in service excellence and attitude.

So--please, welcome--Mardi Milligan!



MBA * Speaker * Trainer * Facilitator * Singer/Songwriter/Entertainer

FINE TUNING YOU: BREAKING THROUGH DYSFUNCTION

How's life working for you? Tired of taking wrong turns?
Do you want your life to be as good on the inside as it looks on the outside?

Mardi will show you how to:

- Stop turning wrong and learn to turn right
- Let go of resentments without claw marks
- Plan ahead to avoid potholes
- Open your life to the freedom you've always wanted
- Discover the "Million Dollar Secret" to inner peace
- Fine tune a life through love and patience
- Stand in the truth of who you deserve to be

Life's journey can be a process of "fine tuning" to:

- Attract joyful vibrations into your life
- Accelerate your *note* worthy inner power
- Listen to that small, still voice within
- Improve the harmony in your relationships

Book a "Fine Tuning You" keynote for your association or retreat today.
Your organization will laugh, cry and sing along with Mardi.

Here's a real story about a woman, whose life looked wonderful on the outside, but was falling apart on the inside. In 1984, Mardi was living on a 40' sailboat in San Diego, singing and entertaining audiences between Alaska and California, when her life came crashing down. She announced her pregnancy, her husband walked out—never to return—her dad died, and she lost her job.

Mardi crawled back to Montana to lick her wounds, but it wasn't over yet. Just before the birth of her son, the bank called and said the IRS had just levied every single cent she had in her bank accounts! Only in a country western song could the road of life takes so many dangerous and devastating curves. But Mardi came out swinging and singing, and you can too.

If you've come to a similar crossroad called Dysfunction Junction--and you're tired of making wrong turns--implement Mardi's action plan for change! Learn how to avoid potholes by choosing to power up with a positive attitude and turn right for success!

Mardi spices up her keynotes and trainings with her wonderful music, leaving participants singing and clapping along. Mardi's new CD, *Choices*, reinforces the principles in her life-changing messages!

**Mardi Milligan, MBA
Trainer/Facilitator/Speaker**

Mardi's business experience comes from her 25 years of experience in a family-owned business, as Development Director for the UM School of Business Administration, sales exec in publishing, insurance, media, as a business owner and entertainer.

What attendees are saying:

"Powerful!"

"Loved the songs!"

"You rock!"

"Thought provoking!"

"I'm motivated!"

-7-

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ATTITUDE 101: FINE TUNING YOUR TEAM TO BUILD SERVICE EXCELLENCE

A three-hour customer service “Tune-Up” covers:

- Benefits of a positive attitude in the work environment
- Identify the four basic customer personalities
- Recognize dysfunctional, power-draining personality types
- Phone technique, body language, tone-of-voice and E-mail
- How to handle difficult customers and co-workers
- Common sense communication and listening
- The benefits of the 360-degree performance evaluation
- Self-evaluation of customer service skills and action plan for change
- Integration of life balance and stress busters
- Self-evaluation of self-empowerment skills
- Action plan for immediate positive changes

Power-Up with a Periodic “Tune-Up”

- Raises attitude awareness and improves employee relations
- Creates employee awareness of the differences between positivity vs. negativity in the workplace
- Profits increase from returning customers who feel valued and appreciate consistency in service
- Improves communication skills and reduces misunderstandings

Consider an Attitude 101 keynote or workshop for your association or retreat. Book your customer service training in either one session, two identical trainings on the same day or in two identical trainings on different days. Anytime.

BONUS! A small 38-page workbook for easy reference!

Mardi Milligan, MBA Trainer/Facilitator/Speaker

Mardi’s business experience comes from her 25 years of experience in a family-owned business, as Development Director for the UM School of Business Administration, sales exec in publishing, insurance, media, as a business owner and entertainer.

What attendees are saying about Mardi’s presentations:

“Mardi’s CS Training was exactly what we needed to get us all on the same page. Loved the songs--job well done!”
--Bob Thomas, President
Rocky Mountain Bank

“Mardi, what a great job you did at the Missoula Chamber Breakfast Forum! Thanks for your professionalism and sharing such valuable information with our members.”
--Kim Gibbs, Speaker
Windows of Opportunity

“Great job at the Regional Training Academy, Mardi. I enjoyed the different touch of your songs--nice addition!”
--Jackie Brost, Program Director
USDA Forest Service, RTA

“Thank you for the impact you made on our staff at the Regional Employee Development Meeting. We appreciate the knowledge and the fun you brought to us!”
--Jerri Roni, Dir. of Emp. Dev.
Western States Insurance

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5 STAR LEADERSHIP:

FINE TUNING YOUR SUPERVISORS TO SHINE

Tune-Up your supervisory skills in three hours when you learn how to:

- Align your management team with your mission statement
- Lead by example, with “show, don’t tell” role modeling
- Integrate a win/win attitude into problem-solving
- Practice effective communication skills
- Recognize sensitive situations and handle them delicately
- Address accountability and initiate follow-up
- Differentiate between discipline and punishment
- Generate honest performance evaluations
- Delegate responsibility to avoid micromanaging

Power-Up Peak Performance

- Ignite your team with the “10 Power Tools”
- Rejuvenate communication and build rapport
- Boost morale
- Accelerate productivity and avoid burnout
- Cultivate accountability
- Maximize the bottom line

Management Training for Supervisors is a three-hour interactive workshop where critical issues can be discussed in a safe environment. Is your team aching for a “tune-up”?

BONUS! 55-page, easy reference workbook included!

Mardi Milligan, MBA Trainer/Facilitator/Speaker

Mardi’s business experience comes from her 25 years of experience in a family-owned business, as Development Director for the UM School of Business Administration, sales exec in publishing, insurance, media, as a business owner and entertainer.

Have Employees Rate YOU! Management IQ Quiz: Circle True or False

1. T/F Do you feel you receive adequate acknowledgment for your contributions at work?
 2. T/F When assigned a task, does management provide you with direction/support/feedback?
 3. T/F When assigned with a new task or responsibility, does management provide you with adequate training?
 4. T/F Does management provide you with opportunities to provide solutions?
 5. T/F Do you feel management utilizes your skills and talents in your job?
 6. T/F Do you feel comfortable with the level of responsibility given you?
- 6 Trues - You’re doing it right!
3 Trues - Needs work
0 Trues - Trouble brewing!

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PARTIAL ATTENDEE LIST

- ALPS
- Absolute Healthcare
- Big Sky Supplies
- Bitterroot Valley Chamber
- Blackfoot Communications
- Bolt and Anchor Supply
- Caras Nursery
- Coldwell Banker
- Collection Bureau Services
- Community Medical Center
- Consumer Credit Counseling
- Cultured Log Systems
- Curves
- DA Davidson & Co.
- Dahles
- Days Inn
- Dayspring Restoration
- Express Personnel
- Farm Credit Services
- First Security Bank
- First American Title
- Five Valleys Urology
- Hyster Sales Company
- Insured Titles
- J. O. B. S.
- Lambros Real Estate
- MARS Stout
- Mineral Valley Hospital
- Missoula Chamber of Commerce
- Missoula OB-GYN Associates
- Missoula Surgical Associates
- Monida Healthcare
- Montana Bureau of Mines and Geology
- Montana First Credit Union
- Montana Healthy Weight and Wellness
- Montana Neurosurgery Center
- Montana Rail Link
- Mountain Line
- Mountain Supply
- Muralt's Travel Plaza
- Mustard Seed/Noodle Express
- National Association of Home Builders
- Partnership Health Center
- Payne Financial Group
- Pyramid Printing
- ReliaCom Call Center
- Rocky Mountain Bank
- Ronan Telephone Company
- Rosco Steel
- Signal TV
- Southgate Inn
- Stewart Title
- Trailhead
- University of Montana Career Services
- USDA Forest Service
- University Motors
- Val-U Inn
- WTR Outfitters
- Watson Children Shelter
- Western States Insurance
- Western Title and Escrow
- Wingate Inn
- Women's Club
- YWCA

-10-

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TESTIMONIALS

"Mardi, thank you for your keynote and music at the Annual Bitterroot Small Business Conference. We surely appreciated all you had to tell us, and it was energizing and refreshing to hear it from your point of view!"

Shirley Beck, Owner, Sweet Palace, Sapphire Gallery, Copper Cauldron, Philipsburg, Montana

"Mardi, on behalf of the Watson Children's Shelter staff and myself who attended your seminar on Customer Service, thank you for the valuable seminar. My staff appreciated the reminder of the importance of a positive attitude. You have a friendly, professional and approachable manner that made the seminar interesting and helpful."

Fran M. Albrecht, Executive Director, Watson Children's Shelter

"This is the most open, genuine customer service class I've taken, and I've been to a lot. Thanks for the comfortable, open setting, Mardi. You're a great trainer!" --Lisa Wyckoff, USDA Forest Service

"Thank you, Mardi. Very excellent information. Good, positive class! It would be good for all employees to take this class. Even those with good customer service can always improve! Loved the songs!"

Kathy Engstrom, USDA Forest Service

"Thank you, Mardi, for presenting your three-hour customer service training at our 2005 Regional Employee Development meeting. We much appreciate all the knowledge and the fun you brought to us and the impact you made with our staff!" --Jerri Roney, Director of Employee Services, Western States Insurance

"Mardi's customer service training was exactly what we needed to get us all on the same page. Thank you for giving us a usable format with great new ideas and providing us with an easy, usable reference tool. Your presentation is the talk of the bank and thank you for your songs. They really added a special touch. Well done!"

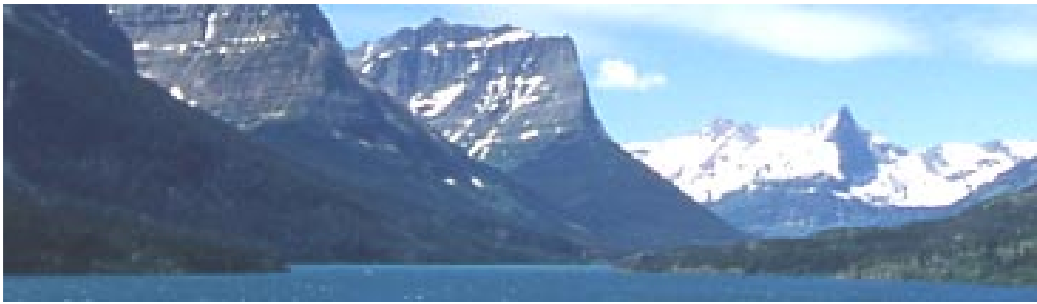
Bob Thomas, Rocky Mountain Bank

"Everything was great! Your Montana song was very moving and made me appreciate what we actually do for the State of Montana." --Kristina Perry, Clearwater National Forest, USDA Forest Service

"I attended your session, 'Motivation: Dysfunction Junction,' at the EOC Seminar for the National Association of Home Builders at Big Sky. I found it very interesting and informative - your songs were very appropos. On our way home, I saw a billboard in Casper, Wyoming saying 'Now hiring good attitudes' and it instantly reminded me of your session. I look forward to many more EOC seminars and hope to have the privilege of attending future sessions of yours. Thanks, Mardi." --Bee Marx, Executive Officer, Home Builders Association, South Fort, Colorado

"Mardi's Customer Service Training gave me some great ideas to use at work and home. She understands one's role no matter what the position is in the company." --Bonnie Naffziger, Operations Manager, Signal TV

"We all roared with laughter at your one-hour presentation at Monida Healthcare's 'Learn It Lunch.'" Thanks for the inspiration and surge of positive energy!" --Karen Cromwell, Missoula



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All songs on *Choices* CD are written and sung by Mardi Milligan
Recorded with some of Montana's finest musicians
Songs contain positive life principles from Mardi's workshops

CD TESTIMONIALS

"We love you and your music sings to our hearts. You are a Montana treasure!"
—Dona Stebbins, Mayor, Great Falls, MT

"I just received your CD and will be playing *Your Lady's Leavin' You Today*. I really like *Where Do Angels Go*, too, and will be adding them both to my playlist."
--Graham Lees, Twang Town USA Radio, West Yorkshire, England

"Mardi, I've loved your music for years. The song you wrote for your dad, *Your Love For Me*, has always been a favorite of mine. You know I'm one of your biggest fans."
--The Sleeper, Sleepers Lost and Found Radio Show, KLCY, Missoula, MT

"Your CD *Choices* is just fabulous! I'm listening to it every morning!"
—Donna Hartley, International Speaker, Hartley International, Tahoe City, NV

"Mardi, I've been up and down the trail a time or two and your music was as refreshing as a dip in a cold mountain stream after a hot and dusty ride."
—Jay Barber, "The Whistleberry Cowboy," Lake Havasu, AZ

"Mardi, I love *Where Do Angels Go* and *Catch and Release*! You're fantastic!"
—Bernadette Hunter, Par Excellence, Missoula, MT

"I took your CD, *Choices*, to my ballroom dance class here in Seattle and we all danced to your *Montana Cowboy*! Way to go, Mardi!"
—Jane Ballard, Epidemiologist, Seattle, WA

"*Where Do Angels Go*, *Mosaic Heart*, *Sacred Place*, *Loving Thoughts* and *Montana Memories* are my favorites! Thanks for sharing your insights, wisdom, journey and gifts with all of us!"
--Kaycee Schilke, UM, Missoula, MT

"With your CDs, we all carried home a piece of your heart."
--Howard Horton, Missoula, MT

-12-

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