

Paul Fayad, Managing Partner

Positive Leader, LLC

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Profile

Paul Fayad has extensive experience in executive leadership. Paul has developed and presented numerous seminars and presentations on Positive Leadership for executives and managers at all levels.

Summary of Career History

- In 1990, Appointed President/CEO of HHA Services and became a joint shareholder and owner. Since that time, HHA Services has become a national provider of Support Services Management in the United States.
 - In 1999, Lead HHA Services into their TQM Journey; he has written, produced and directed three videos on Customer Services.
 - In 2000 Paul partners with Dr. Allen May to form Video Artists, Inc. A video production company creating how to videos for the service industry.
 - In 2001, Paul creates Q-SchoolSM. Designed to onboard all new managers to the positive culture established at HHA Services
 - Paul initiated the process of bringing all HHA associates to our new customer service levels. He has worked with hospital administrative and department management teams on building and designing customer focused departments including food services, maintenance and engineering, patient transportation, environmental services, and security.
 - Paul creates an internal manual titled, *Customer Focused Services, Building Customer Loyalty*. The book and videos are used in conjunction with HHA Services quality school, Q-SchoolSM
 - In 2011, Paul Fayad had served HHA Services in a dual role of president and CEO since 1990 and has been with the company for 30 years, will continue as Chief Executive Officer and will concentrate on strategic quality, process innovation, personnel training and development, finance and administration.
 - In 2012 Paul and his partner sold HHA Services and Paul begins a new focus in corporate education.
 - In 2013 Paul and Professor Chak Fu Lam, Ph.D. forms Positive Leader, LLC, a corporate leadership-training institute
 - In 2013 Paul forms CAPAS, Inc. The focus of the new organization is form a number of companies which utilizes innovation
 - In 2013 Paul purchased an online learning company, eLearning Mind, LLC, creating eLearning modules for Fortune 500 companies.
 - In 2014 Paul forms PDRM, LLC. The organization purchases property in Detroit and builds the first Athletic training and rehabilitation center with an attached 40,000 square foot dome.
 - In 2014 Paul and Brian Francis form East Side Hockey Foundation, a 501c3 designed to provide hockey scholarships and grants to underprivileged children.
 - ESHFoundation immediately purchases Grosse Pointe Community Rink and change the name to ESHFoundation Ice Arena.
 - In 2015 East Side Hockey Foundation changes its name to East Side Youth Sports Foundation. The mission of the ESYSF is to provide scholarships, grants, equipment and support for underprivileged children participate in all sports.
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	<p>Chairman & Trustee, for the Service Contract Education and Training Trust Fund an international fund, Washington D.C. (1989-Current)</p> <p>Chairman & Trustee, for the Laborers National Health and Welfare Fund, an international fund, Washington D.C. (1992-Current)</p> <p>Treasurer & Trustee, Seeds of Dignity Charity, Grosse Pointe Farms, MI (2012-Current)</p> <p>Founder and Secretary, East Side Youth Sports Foundation, Detroit, MI (2014-Current)</p> <p>Member, of The Academy of Management (2010-Current)</p> <p>Member, of the American College of Healthcare Executives (1983-Current)</p> <p>Member, the Michigan Health & Hospital Association (Current)</p> <p>Advisory Board Member, the School of Health Professions of Davenport University (2007-2008)</p> <p>Board Member, of Michigan's Macomb Chamber of Commerce (2006-2010)</p> <p>Chairman and Trustee, Parish Advisory Council, St. Sharbel Maronite Catholic Church, Warren, MI (2010-2016)</p> <p>Member, of the Finance Committee of Saint Sharbel Maronite Catholic Church, Warren, MI. (2010-Current)</p> <p>Member, of the Society For Human Resource Management (2014-Current)</p> <p>Committee Member, at many local hospitals</p> <hr/> <p>Member, Macomb Habitat for Humanity</p> <p>Team Leader, for the Global Village Missions/Habitat for Humanity in Global Villages, lead 4 missions to build homes in Hungary, (2004-Current)</p> <p>Knight of Columbus, Michael Abdo Counsel, Warren Mi. (2004-Current)</p> <p>Travel Hockey Head Coach Level 4, St. Clair Shores, Grosse Pointe, and the Bulldog Hockey Club, (2005- Current)</p> <p>Administrator/Coach, Learn to Play Hockey 8U, Bulldog Hockey Club (2011 – Current)</p> <hr/>
Societies & Positions	
Volunteer Services	
Education	<p>Bachelor of Science; Business Administration, Wayne State University School of Business – 1987</p> <p>Masters Science Administrations, Central Michigan University – 1995</p> <hr/>
National Leadership and Speaking Activities	<p>The Association for the Healthcare Environment (AHE) of the American Hospital Association formally ASHES. (2011) Annual Conference and Healthcare Marketplace, <i>Thriving in Today's Healthcare Environment: A Guide to Keeping Your Job</i> (September 25 – 27, Orlando, FL.)</p> <p>American Society for Healthcare Environmental Services [ASHES] Annual Conference (2007-2010) 2007- Annual Conference and Healthcare Marketplace, <i>Building Loyalty Through "WOW" Customer Services</i> (September 30 – October 4, St. Louis, MO.) 2008- Annual Conference and Healthcare Marketplace, <i>Building Loyalty Through "WOW" Customer Services</i> (September 7 – 11, Jacksonville, FL.) 2009- Annual Conference and Healthcare Marketplace, <i>Establishing a Positive Work Environment</i> (September 20 – 24, Reno, NV.) 2010- Annual Conference and Healthcare Marketplace, <i>Marketing ES to Internal Customers and the 'C' Suite</i> (September 26 – 30, Washington D.C.)</p>

Association for Linen Management [ALM] Annual Conference (2007-2014)

2007-National Conference, Keynote Speaker: *The Mirror of Quality* (June 22 – 25, Jacksonville, FL.)

2008-National Conference, *Achieving and Measuring Quality* (June 22 – 25, San Antonio, TX.)

2014-National Conference, Keynote Speaker: *Succession Planning* (June 9, Saddle Brook Resort, FL)

2014-National Conference, Keynote Speaker: *Managing Staff in Times of Changes* (June 10, Saddle Brook Resort, FL)

2014-National Conference, Keynote Speaker: *Managing a Disengaged Workforce* (June 11, Saddle Brook Resort, FL)

2015-Webinar, Keynote Speaker: *Results Focus Training for Laundry Technicians* (February 19, St. Clair Shores, MI)

Association Institutional Linen Management College (2007-Current)

Customer Service Class Instructor for the NAILM Laundry School. Eastern Kentucky University, Richmond, KY. *Building Customer Loyalty*

Michigan Association Institutional Linen Management [MAILM] Annual Conference (2003-2006)

2003-Educational Day, *Customer Service Initiatives and Time Management* (October 7, Lansing, MI.)

2004-Educational Day, *Building Loyalty Through "WOW" Customer Services* (November 5, Lansing, MI.)

2005-Educational Day, *Service Recovery* (October 21, Lansing, MI.)

2006-Educational Day, *Managing Communications* (October 6, Frankenmuth, MI.)

National Association Institutional Linen Management [NAILM] Annual Conference (2005-2006)

2005-National Clean Show Convention, *Good Customer Service and Customer Servitude* (June 23 – 26, Orlando, FL.)

2006-National Conference, *Customer Service Recovery* (June 9, Memphis, TN.)

Ohio Hospital Association Show (1994)

Annual Conference, Columbus, OH. *Patient Focused Care*

Illinois Health Care Association [IHCA] (2009)

59th Annual Convention, Peoria, IL. on *Customer Service Techniques that Work... for You and the Resident*

Greenville Regional Hospital (2008) - Building Customer Loyalty (March 20, Greenville, IL.)

Conway Medical Center (2009) - Delivering "WOW" Service Recovery (May 19, Conway, SC.)

Mount Carmel Health System- (2009)

Encouragement Turns Lives Around (August 20, Columbus, OH.)

Major Hospital (2010) - Building Customer Loyalty through "WOW" Customer Services

(April 23, Shelbyville, IN.)

Mercy Medical Center (2010) Establish a Positive Work Environment (January 5, Des Moines, IA.)

War Memorial Hospital (2011) Building Extraordinary Customer Service through Positive Leadership

(January 27, Sault Saint Marie, MI.)

Sparrow Hospital (2011) Building Extraordinary Customer Service through Positive Leadership

(April 12, Lansing, MI.)

Mount Carmel Health System (2011) Building Extraordinary Customer Service through Positive Leadership

(May 4, Columbus, OH.)

Mount Carmel St. Ann's (2011) Building Extraordinary Customer Service through Positive Leadership

(May 6, Westerville, OH.)

Major Hospital (2011) Building Extraordinary Customer Service through Positive Leadership

(September 20, Shelbyville, IN.)

Mount Carmel St. Ann's (2011) Building Extraordinary Customer Service through Positive Leadership Part 2

(September 28, Westerville, OH.)

Adirondack Medical Center (2011) *Building Extraordinary Customer Service through Positive Leadership*
(October 26, Saranac Lake, NY.)

Lenbrook the Inspirement Community (2012) *Building Extraordinary Customer Service through Positive Leadership* (April 24th, Atlanta, GA.)

Hancock Regional Hospital (2012) *Building Extraordinary Customer Service through Positive Leadership* . (July 12th, Indianapolis, Indiana.)

Schoolcraft Memorial Hospital (2013) *Building Extraordinary Customer Service through Positive Leadership*
(January 17th, Manistique, MI)

Suffolk University (2013-2015)

2013- *Managing Cross-Culturally* (December 3, Boston, MA)

2014- *Managing Cross-Culturally* (April 16, Boston, MA)

2014- *Building a Positive Organization* (September 8 & 10, Boston, MA)

2014- *Managing Cross-Culturally* (December 3, Boston, MA)

2015-*Managing Cross-Culturally* (April 20 & 21, Boston, MA)

2015-*Establishing Vision, mission and core values* (October 25 & 26, Boston, MA)

2015- *Managing Cross-Culturally* (October 25 & 26, Boston, MA)

Ohio Health Care Association (2015) *How to Engage your Associates by Creating a Positive Work Environment*
(April 29, Columbus, OH)

Vanderbilt University Skype Lecture: MBA Program (2015) *Positive Leadership*
(April 9, Vanderbilt University, Nashville, TN)

Customer Focused Services, Building Customer Loyalty (2010)

Book/Manual for Healthcare Service Department - Written and produced.

Building Customer Loyalty (2001, 2009)

Healthcare Service & Long Term Care Service Departments Video- Written and produced and revised.

The 5 Strategies of Building a Customer Loyal Department (2002)

Video - Written and produced.

The ABC's of Service Recovery (2004)

Video - Written and produced.

Established QSchoolSM (2002)

Quality Management School taught to all managers, directors and corporate personnel at HHA Services.

Training Programs

Over 80 written and produced.

Trade Journal Articles Published

Over 20 Articles Published in Management Trade Journals

Reconciling Negativity With Positive Leadership: A Practical Application (2015)

An Interview that Paul did that was conducted by Dr. Chak Fu Lam (Suffolk University) & Christopher Roussin (Children Hospital, Harvard Medical School)
