



Bringing It Back to Your Team

A Tailored Recommending Programme for Spa Directors

The hesitation your therapists feel isn't a skills problem — it's a belief problem. That pattern shows up in every brand, every market. It doesn't change until you address what's underneath it. This is that work: finding the most natural, comfortable route to a team that recommends confidently because it feels right to them — not because they've been pushed.

25+ years · Ritz-Carlton · Four Seasons · St. Regis · Marriott

Retail & enhancements up at least 10% in first month · Guest satisfaction up at least 5% · Team engagement measurably improved

Two ways to bring this to your team

The Spark

3.5-hour in-person session

Every day your team hesitates is revenue left on the table. This session surfaces the real reason — for each individual — and removes it.

- 3.5-hour session, fully personalised to your team
- The Recommending Formula — psychology-based framework from day one
- DISC team overview — understand the behavioural styles in the room
- 25+ page Strategic Playbook for every team member
- Pre & post training surveys — measurable before-and-after
- Full Director debrief with priority actions

\$1,995 + travel

Regular \$2,495 | 20% off

+ Add a second session — same visit, second team · Front desk, retail, or a second therapist group. Travel shared. Each session fully personalised.

+\$1,595 | Two sessions: \$3,590

The Shift ★ Most popular

Training + 90-day follow-up

Training is where the change begins. The follow-up is where it sticks.

- Everything in The Spark
- + 3 × 50-minute virtual follow-up sessions, recorded, across 90 days
- + DISC individual profiles — coaching personal to each team member
- + KPI & revenue tracking at every session — written progress notes for your GM
- + Manager coaching notes after each session
- + The workbook — built across 90 days. A living document that proves the change happened.

\$3,995 + travel

Regular \$6,500 | ~40% off

After a single session	After The Shift
<ul style="list-style-type: none">– Enthusiasm high for 2–3 weeks– Old habits back by month two– No ongoing data for leadership– You're back to square one by quarter end	<ul style="list-style-type: none">– Every session reinforces what changed– DISC keeps coaching personal– KPI data tracks change in real, reportable numbers– Confidence compounds — it doesn't fade

What happens next

1. Reach out — a 20-minute call confirms the right programme and locks in a date.
2. We review your team profile before we arrive — so day one is already personalised.
3. You walk away with a team that doesn't just know how to recommend — they want to.

■ Valid for 2026 engagements only · Must be booked by **9th June 2026** · After this date, standard rates apply

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