

# OPEN THE VAULT

**Dr. Melissa Luke is  
Training MINDS for Performance Excellence**



**Can stealing the minds of others  
be considered fraudulent in a  
corporate environment?**

Teach your top people  
how to improve themselves and watch  
the organization become impossible to crack



## THE VAULT

The place where critical people  
in the organization keep their mind-sets  
for optimal performance



## THE THIEVES

Management and employees who steal the  
minds of the people they work with due to  
a pre-conceived mind-set that does not  
match the organizational mission.



# Who is responsible for the “stolen” mind-set and where does it go?



*“75% of a manager’s behavior flows directly into their employees and then onto the customer”*

What to do?

- #1 Heighten positive behavior
- #2 Improve corporate profits by increasing mind-set

## THE KEY TO THE VAULT

Train your organization  
for a performance driven mind-set.  
When people learn how their minds work  
great things happen...



ABOUT

# Dr. MELISSA LUKE



**Dr. Melissa Luke is a published author and a professional speaker who trains minds in performance excellence. She holds a doctoral degree in management specializing in the reduction of white-collar crime and fraud in organizations.**

**Dr. Luke's thoughts on customer service, fraud detection/reduction, and the educational system have been seen/published on Fox News, Forbes, The Huffington Post, Salem Communications, Educational News, The Chief Learning Officer, Alister & Paine, BLR, The American Management Association, and many other nationwide media outlets.**

THE  
HUFFINGTON  
POST

**FOX**  
BUSINESS

**Forbes**  
MONEY

**Butler On Business**

CHIEF  
LEARNING  
OFFICER  
Solutions for Enterprise Professionals

**Inspireity**  
Jill Blasingame  
The World's Most Respected Executive

**Excellence**  
2011 Best in Leadership Development

**SALEM**  
COMMUNICATIONS

**sloan**  
2011 National Small Business Award Winner

**Alister & Paine**  
THE STRATEGIC MAGAZINE FOR YOUR COMPANY'S SUCCESS

EDUCATION NEWS

**Small Business Opportunities**

**INDIANAPOLIS RECORD**

**BLR**



Dr. Luke has an innovative mind in a niche market: Theft and wrongdoing of personal mind-set. Dr. Luke has stolen companies employees, trade secretes, money, computers, legal documents, supplies, passwords and most everything else an organization would prefer to keep.

Dr Luke has determined the most important asset employees steal **is the mind-set of the customer and the people they work around in** the corporate environment.

Dr. Melissa Luke, a self proclaimed thief, has spent her entire lifetime studying the art of psychological thievery by practicing it herself to enhance the performance of others.

Audiences who attend this uplifting and engaging speech find the following occur in their organization:

**PROFITABILITY**

**RESPECT**

**CREDIBILITY**

**OPPORTUNITY FOR GROWTH   MORALE   TRUST**

Increase awareness by examining the following in your organization:

**WHO**

**WHERE**

**WHEN**

**...GOES ON IN YOUR TOP TALENT'S HEADS**

**WHY**

**& WHAT**



**Dr. Luke  
opens the**

**VAULT**

**for all to see**



*Attendees will be motivated by Dr. Luke's message for years after this speech...  
It's easy for employees to blame their managers for their difficulties at work.  
"If only they understood what we have to do to comply with their silly rules".  
Management likewise blames their staff. "Why can't they just follow instructions"?  
This destructive cycle has to be broken for the organization and its people to thrive.*

**Toss the mind-set of employees and managers blaming  
the organization for their happiness, only to have the  
company blame their people for the problems.**

## **THERE IS ANOTHER SOLUTION**

**Learn how to place a small company mind-set in a large corporate organization:**

- Reduce lawsuits
- Increase Customer Satisfaction
- Place accountability on the employee for personal satisfaction
- Help people understand their true value in an organization

**Dr. Luke speaks to large organizations, associations and companies about the reduction of mind-set theft. She is also a consumer advocate for people being harmed by corporate malfeasance.**

**"Consumer Theft" is one of the most expensive problems organizations endure on a yearly bases.**

**Would you like to decrease  
the probability of losing the consumers to theft?**

**Would you like to ensure your people  
retain your customer's trust?**

Dr. Luke speaks to companies that care about their management and employees. Dr. Luke empowers organizations to take a different look at how personal accountability will grow a company. Organizational charts create a path. A personal mind-set will grant access to the new dimension of how businesses will maintain profitability by learning how to appreciate the human mind.

Personality theft is at the core of the mind. Educate your top talent how to:

- **Become aware**
- **Protect the corporate chieftains**
- **Retain customers**
- **Be happy**

Dr. Luke has worked as a Sr. Business Analyst investigating corporate fraud for many years and is a former United States Federal Treasury Revenue Officer. Over her years of work in the industry, she learned the one area in fraud detection that lacked implementation: Instilling a mind-set in valuable people to prevent wrongdoing.



**Jump-Start your organization or association immediately with Dr. Luke's superb talks:**

### **Challenging the Customer: Mindset or Madness?**

Provide over-the-top customer service for the most disgruntled customers and increase employee morale at the same time.

### **Blow the Whistle**

Put Your Entire Organization at Ease for Reporting Wrong Doing

### **The Powerhouse Boost**

A world-class system to pump up your talent- taking them from good to GREAT!

### **Exposure**

Educate your organization on how to reduce fraud, track thieves, and make money in the process.

Heightening education in mind-set is like playing a game of Clue: You never know what the outcome will be, but there is always a winner. **Let the Games begin.**

“Dr. Luke dove deep into the core of what would make our employees happy in one day. We implemented and saw change immediately.”

**Society of Petroleum Engineers,  
Beth Sessa**



“Melissa did a fantastic job educating our management and trainers on new and exciting techniques in a heavily regulated industry.”

**Actavis US Pharmaceuticals,  
Jason Ellis**



“We really enjoyed Melissa’s bright perspective on how to hold people accountable for their own success in an organization.”

**Nebraska Association of Transportation,  
Georgia Janssen**

“Dr Luke’s presentation exceeded our expectations. She was great! Everyone thought the presentation was informative, motivating and Melissa was hilarious! People wish we would have booked more time for Q&A because they wanted more!!!”

**Katy Uhl, Vice President Human Resources, Public Service Credit Union**

“You have inspired our people to look within themselves for change and to be happy.”

**Vail Valley Jet Center**