

# Problem

## Atmos Energy

Providing energy for 3.2 million customers, Atmos Energy requires a high level of service. Atmos Energy wanted to educate and energize its management team, from Kansas and Colorado, to raise the standard of interaction they have with government officials, contractors, and corporations.



*Our team first objected to the idea of etiquette training. After attending the training, we received a lot of very positive comments from everyone who attended.*

*-Karen Wilkes-  
Director Public Affairs*

## Solution

Atmos Energy assembled their leaders for a conference that included lunch with dining etiquette training. Atmos Energy requested that ESP bring home the details of acceptable behavior at the table and reinforce the guidelines of etiquette. The continued success of these employees will rely on their ability to conquer their leadership positions with social skills to balance their field knowledge and experience.

## Result

ESP delivered, with compelling persuasion, the importance of dining etiquette on the job. With participation that surpassed expectations, these employees engaged in contagious curiosity to gain understanding and answers that would improve their professionalism.

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