

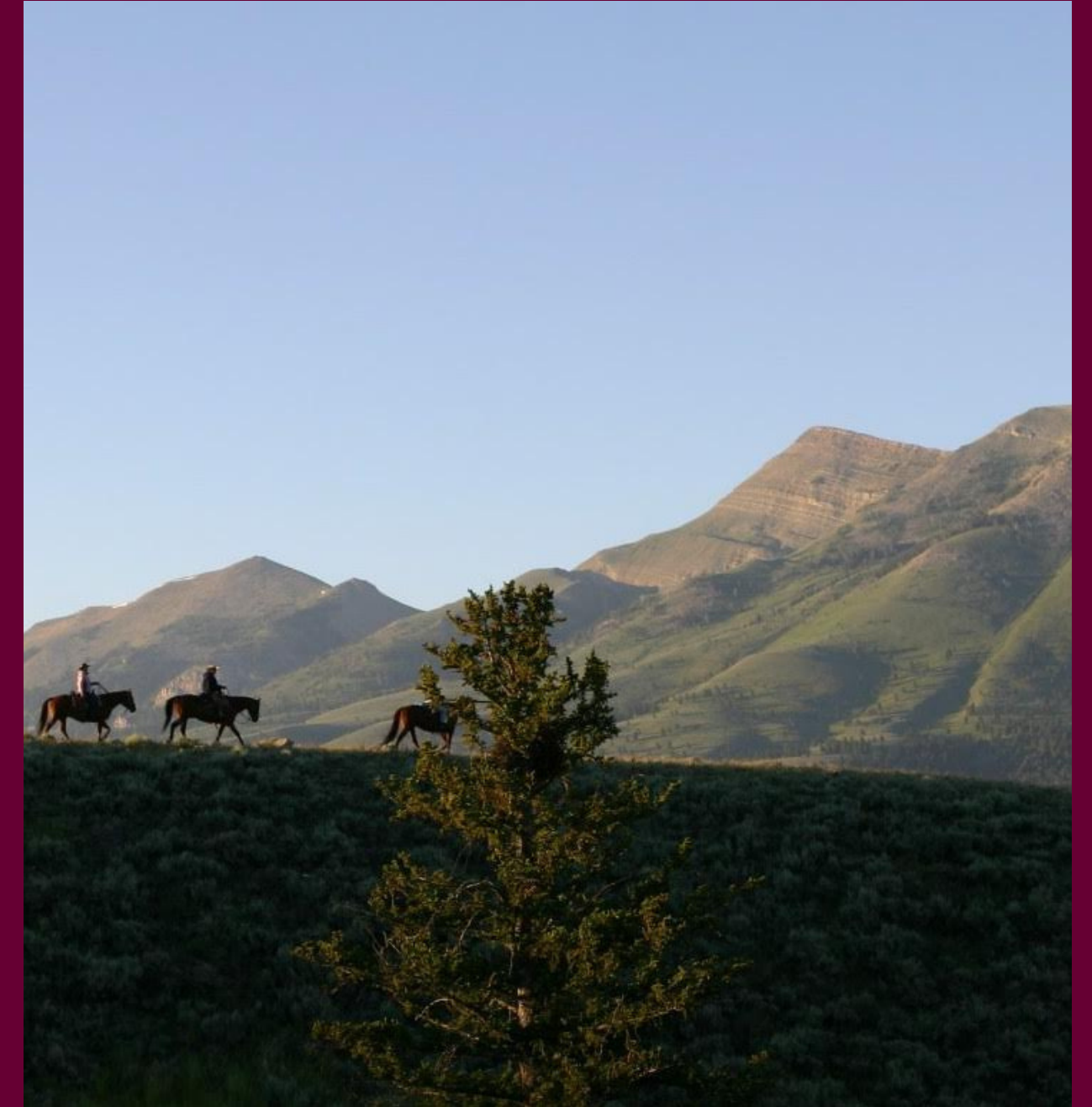


## Upper Canyon Outfitters

# Creating Positive Company Culture Through Clear and Connected Communication

Cassie Ubaldo, M.A.Ed, PCLC

[www.ucomontana.com](http://www.ucomontana.com)



America Outdoors

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2022

# About Me

## Education

- Bachelor of Science in Psychology
- Master of Education, School Counseling

## Work History

- Bozeman High School
- Family Guest Ranch
- Upper Canyon Outreach
- Mental Health Counseling



Cassie Ubaldo, M.A.Ed, PCLC

# Agenda

- 1 Today's Job Market
- 2 Our Philosophy
- 3 Clear & Connected Communication
- 4 10 Guidelines at UCO
- 5 Questions





# Today's Job Market

- Laying out non-negotiables
- As the leader, we must adjust our behavior to our individual employees



# UCO Philosophy

## Upper Canyon Outfitters & Guest Ranch



115 reviews

#1 of 1 ranch in Alder



6 Tate's Upper Canyon Loop, Alder, MT 59710

## Upper Canyon Outfitters

3.5K likes • 3.7K followers



entions

Reviews

Services

Reels

More ▼

Rating • 4.7 (69 Reviews)



See photos



## Upper Canyon Outfitters

Website

Directions

Save

Call

5.0 ★★★★★ 51 Google reviews





## Upper Canyon Outfitters 2022 Trip

“We had an amazing trip! Donna and the entire staff were absolutely great. The activities were so much fun and the surrounding area is incredibly beautiful. Thanks so much for a great week! We will be back!”



## Nothing less than Spectacular!

“Never have I felt so welcomed by the owners, staff and even animals! We stayed in a cabin which was clean, comfortable and had all the amenities we needed. The Ruby River Valley is an extraordinary location near pristine trout streams and large open spaces dotted with deer, bison, elk and pronghorn. We saw a variety of birds, hiked, fished and relaxed. Our fishing guides were outstanding. The family atmosphere at meals encourages meeting new people from around the country. A truly unforgettable experience.”

## Perfect Graduation Trip

“I can’t say enough about how wonderful this place is! We took our three adult daughters on a family vacation to Upper Canyon Outfitters. We were greeted warmly by Jose who showed us to our cabin and then offered to give us a tour of the ranch once we got settled. When we went back for our tour we met one of the owners, Donna. She made sure that we knew the history of the ranch and had an understanding of all they offered. We felt very welcome. Throughout our stay we met all of the four generations that live on the ranch. Every one of their employees were amazing and greeted us and knew of our plans for the day. They couldn’t have been more helpful or friendly. The ranch itself is fantastic, but you can tell that they train their staff well and that makes the entire experience top notch. Thank you so much Donna, Jake, Bill, Bernice, Freddy, Cassie, Eli, and Olli for sharing your home with us! Also a huge shoutout to Izzak, Frank, Timber, Hannah, Cathy, Van, Mike, Karla, Page, Jett, Courtney, and Jose for making our family vacation unforgettable. (I’m sorry, I know I did not catch everyone’s names, but you were all awesome!) You will never regret a trip to Tate’s Upper Canyon.”

# Bottom Up Regulation

Dr. Bruce Perry  
&  
Natural Lifemanship



Neo-Cortex

Limbic

Diencephalon

Brain Stem

# Tips!

- Provide constructive feedback
- 2 positives to 1 negative
- Never point, always walk
- Don't accept "ok"
- Learn and use names!



# Questions

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# Thank you!

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