



SPEAKER · FACILITATOR · COACH

ALAIN LAGGER

“When people feel seen, they perform differently.”

alainlager.com

SIGNATURE TALK

THE MISSING LINK: BUILDING CONNECTED, PURPOSE-DRIVEN ORGANIZATIONS THAT PERFORM

ABOUT THE TALK

Most organizations invest heavily in strategy, systems, and performance metrics. What they underinvest in is the one thing that drives all of it: the quality of human connection inside the culture.

Alain Lager has spent years inside some of Latin America's most dynamic companies, not as a consultant with a framework, but as a builder of living culture. As Director of Happiness for Open English, he shaped the daily experience of 2,500 employees across seven countries.

This talk goes beyond engagement surveys and culture decks. It addresses the invisible thread that holds high performing teams together.

KEY THEMES

- Why disconnection is the root cause of underperformance
- Building mission and values that people actually live
- Employee wellbeing and its direct link to customer experience
- Leadership presence as a cultural force
- Connection as a measurable driver of sales and service



EXPERIENCE AND RECOGNITION

- Director of Happiness, Open English, 2,500 employees across 7 countries
- Sales & service teams: Hilton, Cartier, Tag Heuer, LVMH, Banco Popular
- Pioneer of happiness and culture methodology in Latin America, 2012
- Executive offsite retreats for leadership teams across Latin America
- Featured in Forbes and leading HR publications
- Keynote: Colombian Chamber of Commerce, Peace process Colombia, Foro de Presidentes, Endeavor, AV alliance, Hilton, Cal State University, Colegio Cambridge

ABOUT ALAIN

Alain Lager is a Swiss Dutch facilitator, speaker, and coach who has spent over three decades working at the intersection of human connection and organizational performance across Latin America, the United States, and Europe. He works in Dutch, English, and Spanish.

For more details, please visit alainlager.com

BOOK

Keynote “The Missing Link”
Half Day or Full Day Workshop
Team Building - Executive Retreat

AVAILABILITY

Globally available year-round
Based in the USA/Colombia
Europe Tour: Netherlands June/July 2026

ALSO AVAILABLE FOR

Multi-day culture immersion
Executive coaching program
Ongoing facilitation series