Speaker · Facilitator · Human Performance Specialist

ALAIN LAGGER

"Beneath every performance problem, every team conflict, every disengaged employee, there is a human being waiting to be met."

alainlagger.com

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

"Because the quality of human connection inside an organization determines everything that follows."

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 Lagger 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. One of Latin America's earliest large-scale culture leadership roles.

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**
- **Trust as the foundation of every high-performing team**

"Helping organizations reduce disconnection, strengthen leadership trust, and improve team performance from the inside out."

INSTITUTIONS & EXPERIENCE

- **Director of Happiness, Open English, 2**500 employees, 7 countries
- **Pioneer of happiness and culture** methodology in Latin America
- Featured in **Forbes** and leading HR publications
- **Sales & service teams: Hilton, Cartier, LVMH, Banco Popular**
- Executive **offsite retreats** for leadership teams across Latin America
- Keynote: **Peace process Colombia, Foro de Presidentes, Endeavor, Cal State University, 50+ conferences**

BEST FIT FOR

- **Leadership teams**
- **High-pressure environments**
- **Organizations navigating change**
- **Purpose-driven brands**
- **Teams dealing with burnout or disconnection**
- **Companies investing in culture as a competitive advantage**

ABOUT ALAIN

For over three decades, Alain Lagger has worked at the intersection of leadership, human behavior, emotional resilience, and organizational transformation across Latin America, the United States, and Europe.

See Alain's work in full.
Videos, testimonials, photos and the full story

www.alainlagger.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