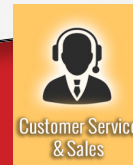


# Intentional Service Excellence™ Series

Training | Keynote



A business can't provide customer service...it's all in the hands of each employee. If your employees don't take care of your customers, they will find someone else who will meet and even exceed their expectations. This series makes a commitment to enhancing a business' most important relationship...your customers!!

## Objectives

See each module description.

## Format

These interactive modules use experiential learning techniques such as self-assessments, large and small group discussions, videos, role plays and assignments.

## Ideal Size

**Overview:** No limit

**Series:** Up to 35 participants

## Length

Six modules each 3-hours conducted over three days or six half-days. Can also purchase modules individually.

## Target Audience

Anyone! Everyone serves some customers. Especially good for call-centers and front-line employees.

## Typical Uses

Customer service training...to enhance both external and internal customer relationships.

## Material Options

- *Everything DiSC® Sales Profile*
- Customer Interaction and Style Guides
- *Personal Listening Profile®*
- Personality Styles Mouse pad
- Handouts

### 1. “The (Your Company) Way”

- Reflect the meaning of your Mission, Vision, and Values Promise, and Expectations
- A customer's perspective on what matters most
- What is your role and responsibility?

### 2. “Serving Your Customers a Can-Do Attitude”

- Customers' expectations
- Video: “The Guest”
- 1% extras to earn a WOW

### 3. “Relationship Building Strategies”

- Understand your DiSC style
- Recognize and understand customer styles
- Adapt your style to your customers needs

### 4. “Listening is a Gift”

- *Personal Listening Profile®*
- 5 styles of listening: appreciative, empathic, comprehensive, discerning & evaluative
- Listen so others will talk to you

### 5. “Dealing with Difficult Customers”

- Causes for dissatisfaction
- Techniques to calm the customer (i.e. Service Recovery Policy)
- Words to diffuse frustration and regain trust

### 6. “Telephone Skills – It's Your Call”

- Your Voice is a Choice – words, tone and pace
- Proper grammar and scripting
- Learn 6 steps for making a positive phone impression