



seminars

Customer Centered Service

Seminar Length: Onsite Half Day, Online 2 x 75 min webinars

Participant Numbers: Onsite up to 25, Online up to 100

Participants: any level within the organization

Our seminars are all *modular* by design – meaning that they are highly customizable to suit your exact needs. We partner closely with you to ensure we completely understand your desired outcomes. We invest the time to ensure we understand your organization and tailor the pre-work, seminar, and post work to get you the results you want.

Successful organizations know that customer satisfaction is just the entry point in today's highly competitive marketplace. Beyond just satisfying both external and internal customers, it is imperative that they're delighted and that expectations are exceeded.

This seminar consists of practical tools that can be implemented immediately in the workplace to help significantly and sustainably improve external and internal customer service.

The program presents, in an engaging and highly participative manner, what can be learned and applied from organizations that excel in customer service.

Through inspiring stories and real-world scenarios, your people will be enthused and highly motivated to approach their role in customer service with a renewed energy, heartfelt emotion and spirit.

Fees

Facilitation Fees	Participant Worksheets	Travel Expenses
\$3,150	\$10 per person (or we can send you the electronic PDF at no cost)	Agreed in advance and charged additionally

Additional Option - Survey Pack

It's vitally important to measure the effectiveness of every dollar you invest in training and development today. To help you, we offer a *Survey Pack* that consists of three parts: (1) an online pre-survey, (2) an evaluation at the end of the seminar, and (3) an online post-survey that is completed twelve weeks after the seminar.

We will provide a comprehensive electronic summary showing the full picture of the results gained from your investment. Our fee for the *Survey Pack* is \$400.



Available ONSITE or ONLINE

Our Promise



#1 Best Content - We commit to always providing you access to the **BEST CONTENT** available.

#2 Best Person - We promise you the **BEST PERSON** from our team to meet your exact needs and serve your organization culture.

#3 Best Results - We promise you **BEST RESULTS** within your organization as an end product of our training & development work with you.

Other Seminars available

Art of Execution • Business Financial Intelligence • Charting the Course • Emotional Intelligence (EQ) for Managers • Leading Others
Personal and Interpersonal Effectiveness • Positively Reducing Conflict • Presentation and Facilitation Skills
Team Excellence • Time Management • Work Life Balance 2.0

We also offer

