



In the Low-Touch Economy...

Superior Relationship and Interpersonal skills are the Invisible Competitive Advantage

Empathy:

Empathy – Demonstrating your understanding of the feelings someone is experiencing as a way to soothe, support and calm them while building trust – a critical skill whenever working with humans.



The purpose of this training is to develop the insights and skillsets that enhance the participants' use of empathy in FOUR simple steps. The audience is primarily CX; however, it can be repositioned to focus on supervisor / coach / manager and leader contexts. It can also be used to develop better coworker relationships and enhance sales effectiveness.

An off-the-shelf solution that can be COMPLETELY or partially customized for your target audience – we customize to "the voice of your brand". In its digital form, it is a highly interactive 30-minute tutorial with high-quality graphics and videos. At your option, this content can also be delivered as a facilitator-led live module (webinar or traditional classroom). The two formats can be designed to work separately or in tandem.

Successful Customer Relationships™:

A customized classroom-based, highly interactive course in the essential skills and beliefs needed to be effective with others on the job. Primarily used with service teams and other audiences that have customer contact as a very significant part of their job. (Contact Center and face to face service, retention and sales teams are common audiences).



Successful Customer Relationships will provide your people with the interpersonal skills and mindset necessary to work more effectively and consistently with a wide range of customers.

The same skills used with coworkers will enhance levels of cooperation and teamwork, contributing to a greater ability to satisfy customers. The program also provides a framework emphasizing the value of quality service to your customers, company, and individual employees.



Coaching, Motivating and Performance Managing A Remote Workforce:

When COVID-19 first hit, organizations scrambled to move their employees to the safety of working from home. At that time, most of the focus was on ensuring that they had the equipment and technical support needed to function. Now that many organizations are accepting that remote workers or, in some cases, a hybrid of work-at-home and in-office is the new reality, they are discovering that there are differences in how you coach, motivate and performance manage work-at-home and/or hybrid teams.



Through extensive research, we've identified the best practices, insights and coaching points that make a significant difference in your teams' satisfaction, retention, productivity and discretionary effort. The program can be delivered in two parts as a virtual meeting with pre-work and follow-up implementation challenges. It can be used as a complement to the Coaching Conversation training or a complete stand-alone.

The Coaching Conversation™:

The Coaching Conversation results in productivity improvements by developing competence, confidence, consistency and commitment. The way it goes about those improvements leads to enhanced loyalty and retention of team members. While 'managing' utilizes allocated resources to obtain specific goals, true 'coaching' develops an employee's willingness and ability through building on their existing talent and know-how. This course emphasizes the five skills researched to be consistently used by outstanding coaches within a simple three-step model: Target, Assess, and Adjust.



Participants will master the skills and mindset for each step to create "shared understandings" and a deeper commitment to individual performance targets. The Coaching Conversation™ is typically a one-day (half-day and two-day versions are available) instructor-led training program that will provide supervisors / managers with the mindset and skillsets needed to significantly enhance the performance of their direct reports. Web versions are

facilitated in shortened chunks, and a very robust eLearning is available as an alternative or complement to the instructor-led designs.

All options are available in digital and instructor-led formats.