



## THE TRUTH ABOUT CUSTOMER SERVICE

*"Discovering The Delight in Serving"*

### PRESENTATION TOPICS

#### **PART 1 - Changing Your Lens**

- Emotional Awareness and Emotional Control
- Developing a Positive Outlook
- Self Control and Harmonious Interaction
- Self Leadership and Personal Power
- Strategic Mapping & Goal Achievement

#### **PART 2 - The Joy of Service**

- The Eager to Serve Attitude and Service Mindset
- Service is Fun
- Personal Power-Positive Impact
- Going the Extra Mile
- Changing the Psychological Contract with the Customer/Customers Don't Come Trained

### KEY OUTCOMES

- *Help employees overcome personal blockages that impact professional performance*
- *Get employees to see Service as a Privilege and not a burden*
- *Get employees to take a personal investment in Service Delivery*

### TARGET GROUP

- Non Managerial Staff

### PRICE

1.5 Hours - \$2,500

3 Hours - \$5,000

**Max - 30 Persons**