

DYNAMIC CUSTOMER SERVICE

*If we all did the things we are capable of doing
we would literally astound ourselves.*

Thomas Alva Edison

Thriving organizations create and maintain exceptional levels of customer service. Exemplary customer service fosters customer loyalty. (Encyclopedia of Positive Questions: Whitney et al) This is earned by listening to what customers want, and if possible exceeding their expectations. When at their best, employees are able to treat customers with genuine respect, define clear expectations and collaborate to create vibrant partnerships.

Goal:

To create and inspire meaningful collaborative relationships with customers-both internally and externally.

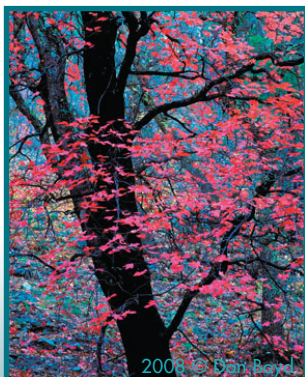
Objectives:

1. Identify common factors that contribute to exemplary customer service.
2. Learn strategies to stay focused on the customer and avoid 'getting hooked' by challenging customer behaviors.
3. Genuinely listen and ask pertinent questions directed at determining customer needs.
4. Practice skills to help identify customer service needs.
5. Create projects to enhance personal and team commitments to customer service.

Process:

Utilizing an *Appreciative Inquiry* approach, staff will discover their 'best' experiences providing customer service. By way of these stories, staff will be reminded of what's possible and focus their attention and talents to replicating these experiences and the experiences of their colleagues.

Duration: 4 hours



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