



THE COOPERATIVE COMMUNICATION *Experience*

Interactive, values-based training custom created & focused on
MEMBER SERVICES • LEADERSHIP • COMMUNICATION • TEAM BUILDING

OPTIONS AT-A-GLANCE

The 5 Cs of Customer Service

Anyone who comes in contact with a member is performing customer service. Anyone. Which means *everyone* benefits from knowing what a good experience is to each member, each client, and each coworker. This session is full of "ah ha" moments and meaningful interaction that paves the way for bettering communication and connection with those we encounter daily.

Behind the Scenes of Communication

Over 90% of communication has nothing to do with the words coming from our mouths. What's much more important are the behind-the-scenes moments. Discover how tone, word choice, and delivery can make or break conversations and learn to turn each moment into a connection opportunity. This session is packed full of laughter and mic drop moments that will have you "talking" for years to come.

FOCUS: Special Cases

Customer service & office communication shouldn't feel like an emotional boxing match. Certain situations and individuals require our FOCUS. This session gives real-life examples of how to handle and win over your most challenging members, clients, and team members.

The DOTS of Visual Communication

Sure you've heard communication, but have you ever seen it? This 100% hands-on session pairs an eye-opening, laughter-filled Communication Profile with an interactive, hilarious, and immersive communication experience. Participants will **see** where customer & in-office communication breaks down, where it succeeds, and where improvements can be made.

Leading through Change

If the past few weeks/months/years have tested your tenacity and plundered your plans, then this session is for you. Learn tips and tools to add resilience to your work and home life, then learn how to lead others and the hardest person to lead of all - *yourself*.
(Also available as a 30-45 minute keynote)

CAPSTONE: Communication Journey Map

This communication-in-action session allows participants to take everything they've just experienced and apply it to real-life workplace examples. Together in groups participants will brainstorm issues that need to be repaired and determine what communication tools can be the hammer and nails. Companies have, quite literally, been changed for the better as a result of this session!

20 year coop veteran



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