



Re-Routing Workshops, Trainings & Seminars

2/3 Information
+ 1/3 Inspiration
= Whole Transformation

Trainings

Customer Service Technician Training

From a 1-hour training for frontline staff to our full-day customer relations intensive for leadership and crisis intervention specialists. Heavily grounded in the critical interactions between Customer Service Technicians and their customers, guests, and clients, let us create a custom training plan for your entire team.

Each training comes with a Customer Service Technician Certificate.

Individual Coaching for Customer Service Managers also available

Community Building Through Engagement

This training will provide community engagement practitioners with the skills, strategies and techniques guided by an intentional and engaging framework necessary to honor communities where they are while learning how to create opportunities for positive and focused interactions between your institutional mission and services and the community's needs.

De-Escalation 101 & 201 Trainings

Whether working directly with high-risk populations or in fields that require interactions with irate customers or clients, our De-Escalation training will teach you how to de-escalate tension effectively by helping you understand the emotions involved, reactions, interactions, environment, and how to practically apply these skills to manage those high stress interactions in ways that honor your integrity and creates positive outcomes for all involved.

All Workshops & Trainings

Are engaging, interactive and fun and may include preparation exercises, group dialogues, role-playing scenarios, group games and more.

Can be administered both in-person and/or virtually and can range from 2-hours in length to a 2-day intensive.

Include evaluation tools such as surveys, proficiency assessments & knowledge tests to assess audience participation, knowledge acquisition and overall client satisfaction.

Workshops

Institutionalizing Strong Community Partnerships

Partnerships are central to any organization's external or outward-facing programs or initiatives. This workshop will help attendees discover the value of developing a robust and resilient community partnership initiative by providing a real-time framework that can be applied immediately to any community-based non-profit institutions.

Knowing your Audience by Reading the Cues

Learn how to understand and interpret the many verbal and non-verbal cues that audience members and others may give you and learn how to best respond to maximize every conversation, interaction and engagement to its fullest potential.

Seminars

How to be a Better Boss, the Road to Supervisor Success

This 6-session seminar is for any supervisor of people that would like to improve their supervisory skills in ways that increase productivity and communication among their direct reports while also creating a high accountability and high affirmations culture. Seminars include Leading with Passion, Purpose & Empathy, the Power of "NO", Alleviating Burnout in the Workplace, Shifting the Staff Support Paradigm and more.

Relationship Advantage

This 4-session seminar will help you with the most important aspects of cultivating your professional relationships to create and maximize your successful interactions with others. Critical components include passive and active listening; tone & tenor, saying more by saying less and what to say and when to say it.

813.727.1707

nortiz@16PointCompass.com

www.16PointCompass.com