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## ***June 2022 Monthly Sales & Service Tip***

Greetings to all Sales and Service Professionals!

Bob here from T.E.A.M. Butler hoping all of you enjoyed a safe, happy and fun Memorial Day holiday filled with great food, drink, family and friends! (Take a breath). Man O' Man am I pumped up or what!! Here's the deal, we're at a mission critical "Tipping Point" (Have you read the book by Malcolm Gladwell?) for the remainder of this year, pending further catastrophic events. Gladwell talks about how little things can make a big difference, especially with our customers right now. Business is strong, but the economy is fluctuating based on the uncertainties that lie ahead. So, now is the time to create your customers' experiences that keep them coming back for life! Your people hold the "secret formula" to "tip" the scales your way to impact revenue, margin and market share during these interesting times.

So, what do we do about it? Sit back and wait or take the lead and be willing to risk it by jumping ahead. Training is becoming the forum to communicate change and get people to accept change, in order to release their potential to keep your company moving forward. Remote Training is now the platform of choice to bring your team together, regardless of where they work. Your culture is at stake right now and can tip either way. Your company can't change unless your people change first, so why not bring them together and "get this party started?"

Here's our line-up for the rest of the year to engage your people and tap their resources to carry out your strategic initiatives for Sales and Service Excellence.

### **TSP Sales Certification Process**

#### **Level 1**

**Four, 2-hour sessions 8am-10am ET**

**August 15-18, 2022 - NEW DATE**

#### **Level 2**

**Four, 2-hour sessions 8am-10am ET**

**September 26-29, 2022**

#### **Level 3**

**Five, 2-hour sessions 8am-10am ET**

**November 28-December 2, 2022**

**Service Excellence**  
**The Habit of Service**

**Four, 2-hour sessions 8am-10am ET  
October 24-27, 2022**

There's still time to complete all three levels of the TSP Sales Certification Process and establish your Service Excellence culture yet this year. Here's your opportunity to witness the benefits of Remote Training to see how it can work for you, or bring us in-house, just for you, whether it be remotely or an in-person event. Call me personally and together we can create your customers' experience!

Good Luck with your Sales & Service Excellence!

Bob Butler, TSP  
And the BLS T.E.A.M.  
**T**ogether **E**ach **A**chieves **M**ore

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