



"Believe in and Experience the value of teamwork in your company as a valuable tool for improving your relationship with your customer."

This course is designed for:

- Cross functional groups that are both customer facing and those who work behind the scenes for customers
- Outside/inside sales
- Customer service
- Accounting
- Sales support/order Entry
- Production
- Shipping
- Service

Our results:

"This session really helped our people to think about important issues we have, work together with each other, and improve overall morale."

- President,
Dayton, OH Wholesale Distributor

Summary

How well does your organization work together to meet the needs of customers? Do they focus on the goals of their individual department or the overall goal of gaining and keeping customers? This ½ or full day course will put the focus back where it should be in every department..... ON THE CUSTOMER!

Course Content

- Know what is expected of you as a member of a team.
- Examine team dynamics at your company through areas of strengths along with areas for potential improvements with action plans
- Recognize the entire goal of the group is to improve the customer's experience in doing business with your company
- Examine an individual contributor's efforts to improve the customer's experience and how their efforts to work together internally can affect the customer experience.
- Know how to communicate effectively and productively as a member of a team.
- Know how to be a responsible contributor to a team.
- Recognize the potential to be a leader right where you are in the organization
- Recognize obstacles to good teamwork.
- Know how to recognize potential areas of conflict and work to understand the other's perspective in order to effectively work as a team.
- Examine what happens to communications under stress.

Comments from students of this course:

- Excellent use of materials & interactive games.
- Very upbeat, enjoyable training.
- Visual, fast moving & active. Great personality & interaction with group
- Lots of knowledge. Needs to be two days. Awesome class.

Note: This course uses interactive exercises, video segments, and hands on skill practices to teach and reinforce the above skills. Our trainer will meet with your management to build in business specific examples and reinforce improvement areas for your team. Who said learning couldn't be fun!



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