

# Workshop Topics- Outstanding Service Skills

Your key to outstanding results

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## THE MISSING LINK- *To exceptional results*

***You get what you give.***

Market research shows us that customers haven't stopped buying. In fact, internet data shows us they're thirsty for the right information and keen to purchase your goods. BUT.... They're SICK of being SOLD to! *What's the difference?*

The key to great results is ***service excellence***. Success in sales is as simple as switching our mindset from *taking* to *giving*; focusing on being 'of service'. Your customers are OVER sales techniques but they're craving your knowledge and expertise. Solve problems instead of selling products and you're exactly who they need!

Dissolve your fears and get results. We'll go from scaredy-cat to confident, knowledgeable professional to the delight of your customers!

### DURATION:

1.5 hrs

### TARGETS:

Removing blocks to selling, upselling and retailing.

### IDEAL FOR:

Business owners, Managers, Team Leaders, 2IC's and aspiring leaders, retail and service staff

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## MASTERING THE TELEPHONE

***That's your cash register ringing!***

Do you view a ringing telephone as an annoying interruption to your day? Are you investing marketing \$ to grow your business but your staff can't wait to get off that phone?

The telephone can be an area we don't manage well, resulting in many missed potential customers and lost income. Learn what callers are really listening for and how to turn them into long term fans. Reset your approach and get that cash register ringing!

### DURATION:

1.5 hrs

### IDEAL FOR:

Business owners, Managers, 2IC's, Team Leaders and retail and service staff

# Workshop Topics- People, Team & Culture

Growing leaders, building teams

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## STEPPING UP

### ***Unlocking the Management Mindset***

We explore the role of a leader in developing productive workplace relationships to get the best results from any team. Effective strategies for setting expectations, maximizing motivation, managing behaviour and achieving outcomes.

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#### **DURATION:**

3 hours

#### **IDEAL FOR:**

Business owners, Managers, Team Leaders, 2IC's and aspiring leaders

## CREATING WINNING CULTURE

### ***Growing your High Performance Team***

Learn the secrets of identifying, attracting, developing and retaining the best team for your business.

Who you bring into your team and how you manage them has enormous impact on how they perform and the results you achieve. Learn winning strategies for each step of the journey and build your High Performing team!

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#### **DURATION:**

2.5 hours

#### **IDEAL FOR:**

Business owners, Managers, Team Leaders, 2IC's and aspiring leaders

## CREATING YOUR CODE

### ***Building shared values and agreements***

What makes some team thrive while others barely survive? Clear boundaries and shared agreements. Together, we'll create your team's 'CODE': your key to turning individuals into a champion team. This is a hands-on exercise in defining your team's ideal workplace and the roadmap to make it happen.

#### **DURATION:**

2 hours

#### **IDEAL FOR:**

Business owners & managers.

*Why not conduct this powerful exercise in-house with your own team? We'll create your CODE together!*

## POSITIVE FEEDBACK AND PERFORMANCE APPRAISALS

### *Mastering The Role of Ongoing Coaching*

A great coach is like fertilizer for a garden, helping your team to thrive and grow.

Learn how to assess performance, give great feedback, set specific outcomes, create and implement a training plan and grow your team to amazing results.

#### **DURATION:**

2.5 hours

#### **IDEAL FOR:**

Business owners, Managers, Team Leaders, 2IC's and aspiring leaders

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## SETTING BOUNDARIES

### *The Art of Difficult Conversations*

Business would be easy if our staff did exactly as expected, but the reality is they often don't. Not knowing how to approach difficult conversations can stop leaders in their tracks. This program allows leaders to see what they've been avoiding and gives them the skills and mindset to confidently resolve tension, broken agreements and poor performance whilst preserving the relationship. The most requested leadership topic!

#### **DURATION:**

2.5 hours

#### **IDEAL FOR:**

Business owners, Managers, Team Leaders, 2IC's and aspiring leaders

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## MANAGING & MASTERING PERSONALITIES

Why are some people a dream to work with and others a nightmare? Is personality clash fatal to work relations? With the right knowledge and a little humour, harmonious relationships can be built and conflict reduced.

We learn 4 dominant personality types and how to communicate with them to better understand ourselves and others. Learn how to work happily with almost anyone! Hilarious and enlightening!

#### **DURATION:**

1.5 hrs

#### **IDEAL FOR:**

Business owners, Managers, Team Leaders, and staff

***A perfect team training!***