

# TEAM-BASED SERVICE

## Developing the Right Image for Your Organization

It's 8:30 a.m.: You have a packed day and your boss just dumped a new action item on your desk, due by day's end ... now, you are really feeling the pressure, and in less than 45 minutes you MUST make a personal phone call to the Department of Motor Vehicles. How do you feel about making this phone call? Do you hesitate because of the level of service you might receive or the lengthy amount of time you could spend on the call?

Now, what goes through the mind of a client, consumer or colleague who has to call your team for service?

Is your organization's internal help desk commonly referred to as the helpless desk? What image does that send? Internally or externally, we all provide service. One of the greatest assets your organization can have is an effective and consistent service model. What happened to the phrase, all for one and one for all? Are your team members looking out for themselves before clients and colleagues? Is morale suffering because of it? Are clients, consumers or colleagues afraid to contact your team because of who they might reach on the other end ... or because of the erratic service they receive? Gregg's influential program, **Team-Based Service**, quickly aligns the team, giving them an understanding of why the team's image is so critical and how this image builds morale and productivity among the members. As the level of service improves among individuals, the level of support improves among members.

Gregg's power-packed program, **Team-Based Service**, teaches individuals why, and how, it is his or her responsibility to provide exceptional customer service. It helps employees recognize that the level of service they provide impacts the team, as well as the image of the entire organization. **Team-Based Service** is changing the way employees deal with customers.

### ATTENDEE LEARNING CONCEPTS:

- \* How to create a culture of **Team-Based Service** providers
- \* Why mutual accountability is critical to **Team-Based Service**
- \* How to set a better P/E (Performance / Expectation) ratio
- \* How and why teammates can be used to WOW the customer
- \* How to manage the customer's expectations, and how *not* to let them manage you
- \* The four traits of effective team members
- \* How to cope with conflict, inside of the team and with customers
- \* Why recognizing customers (internal and external) isn't as obvious as it seems
- \* How to work with Negamanics™
- \* How the team matriculates and what causes a team shift

Gregg's **Team-Based Service** program is high-energy, inspirational and entertaining. It is peppered with anecdotes, real-life stories, and powerful examples of how to increase the team's image and build trust and collaboration with customers, internally and externally.

Contact Gregg today and see how **Team-Based Service** can help your company or organization.

THIS PROGRAM IS AVAILABLE AS A KEYNOTE, BREAKOUT OR 1-DAY TRAINING SESSION

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