

THE WORKPLACE SUCCESS SERIES

CUSTOMER RELATIONS 101

Interacting effectively with customers may be the critical differentiator. Effective customer service begins with an accurate perception of one's own customer relations style.

With new insight and tools, anyone can learn to "people read" whether in person or by phone and tweak their customer relations style for improved results.



Tues. October 24 - 9:00-Noon

SALES RELATIONS 101

People who are successful in sales start with an accurate perception of their own communication style, an ability to quickly assess their prospective clients' or customers' style accurately; and, know how to adapt for improved buy-in.



Wed. October 30 - 9:00-Noon

WORKPLACE MOTIVATORS 101

The happiest, most productive and the most successful people in the world have one thing in common - they have discovered what motivates them and harness it to drive them forward each and every day. When the work we do is aligned with our primary motivators, we feel energized and motivated to do better each and every day.



Tues. November 7 - 9:00-Noon

EMOTIONAL INTELLIGENCE 101

Emotional Quotient (EQ) measures emotional intelligence, or one's ability to sense, understand and effectively apply the power and acumen of emotions to facilitate high levels of collaboration and productivity.

One's EQ is the undisputed differentiator between many successful people and those that aren't.



Wed. November 14 - 9:00-Noon

About your Facilitator:



Sophie Mathewson of Prism Group Int'l is an Internal Coach Federation accredited Professional Certified Coach (PCC). She is a highly experienced executive coach and consultant specializing in helping create win-win employee-employer relationships. Sophie is on the faculty of an international coach training school and the author the Carswell/Thomson-Reuters' "HR Manager's Guide to Coaching and is certified in a number of highly-validated assessment instruments for selection and development. Sophie, her husband and their dog reside in Orillia.

THE WORKPLACE SUCCESS SERIES



Questions? Please email:
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Information & Registration

Location: Next Gen Hub Business Suites
25A Hunter Valley Rd., Orillia, ON L3V 0Y7
Super Early Bird & Early Bird Deadlines available!
To Register: Visit www.prismgroup.ca
Ticket Sales handled by Eventbrite.ca

CUSTOMER RELATIONS 101

Wed. October 24 - 3 hrs

Successful business depends on exceptional Customer Service. It is essential to understand that every employee is involved in customer service. It has been proven that customers would rather switch to another company than tolerate poor service. **Research indicates, even if there is no conflict, over 60% of all customers quit dealing with a business because of indifference on the part of some employee.** The ability to interact effectively with customers may be the critical difference between success or failure. Effective customer service begins with an accurate perception of one's own work customer relations style.

In this session, participants will:

1. Receive their own personalized Customer Service Report which quantifies information on how they see their own behaviour in the workplace.
2. Learn how others perceive their behaviour. This knowledge will assist participants in formulating strategies in more effectively meeting customer needs.
3. Be more qualified to identify various customer behavioural styles whether they are serving them in person or by phone.
4. Learn how to adapt their customer relations behavioural style to improve the customer experience.
5. Be more confident in their customer relationship skills.



SALES RELATIONS 101

Tues. October 30 - 3 hrs

Understanding your own communication style and being able to quickly read others' communication preferences is the first key to building rapport and trust with a prospective client or customer. Much like an interview, how you first engage with your prospects can either begin to establish rapport and build trust or turn the prospect off. It's critically important to understand that: **"People buy from people they like and people like people like themselves!"** Communication flows easily when your customers or clients are similar to you; but, what if they're not?

In this session, participants will:

1. Receive a personalized Sales Behavioural Profile Report to help them understand their own style.
2. Learn how others perceive their behaviour and why it might contribute or detract from establishing rapport and buy in.
3. Be more confident in identifying their prospects'/customers' behavioural styles..
4. Learn what they should do to adapt their behavioural style for improved buy-in and rapport.
5. Have the tools they need to be more aware and confident in their sales interactions.



WORKPLACE MOTIVATORS 101

Wed. November 7 - 3 hrs

Do you know what one of the biggest factors is in leading a fulfilling career and personal life? Have you ever wondered why not everyone shares your passion for some things? Have you ever noticed that when someone doesn't value what you do that there may be conflict? This workshop will answer these questions and more. We will explore the six higher level categories of motivators that are critical to being engaged at work and to creating engaging workplaces.

In this workshop, participants will:

1. Receive a personalized Workplace Motivators report which will reveal their workplace motivators hierarchy.
2. Come to understand why it is so important to know this information about oneself for personal and professional fulfillment.
3. Learn about each of the 6 high level motivators categories.
4. Know the degree of passion or indifference they have to each of the 6 motivator categories.
5. Learn how differences in Workplace Motivators between can contribute to conflict; and, how similarities can lead to improved rapport.



EMOTIONAL INTELLIGENCE 101

Wed. November 14 - 3 hrs

Emotional Quotient (EQ) measures emotional intelligence, or your ability to sense, understand and effectively apply the power and acumen of emotions to facilitate high levels of collaboration and productivity. Studies have shown that salespeople and customer service agents who have undergone EQ training develop more accounts, have higher sales, deliver stronger customer service and realize better customer retention than those who have not. Is this EQ training only for people in sales or customer service roles? No. This EQ training is for everyone! With EQ training and development, people can develop the ability to influence the emotional clarity of others through a proficiency in managing relationships and building networks.

In this workshop, participants will:

1. Receive a personalized Emotional Quotient Report.
2. Learn about each of the 5 Dimension of Emotional Intelligence.
3. Learn about the natural progression in developing EQ.
4. Understand the role of emotional intelligence and why is such a critical component to success.
5. Receive some actionable tools and resources to begin their own EQ improvement journey.

