



Turbo Coaching™ Skill Sessions

With “Jimmy Z”

Turbo Coaching For Customer Service and Support Reps

This highly customized session addresses the specific needs and applications of your Customer Service and Support Reps. We identify specific issues and ”Model” the most effective options to address them. We also give them a deeper understanding of their customer service goals and preferred customer outcomes and experiences. The session assists you in gaining insight on how to create conscious and unconscious levels of Rapport with your internal and external customers.

Out of this Skill Session You Will Learn:

- ◆ **How to speak and listen more effectively using all three components of communication** and how they affect your level of rapport and influence.
- ◆ **How to develop even greater “Sensory Acuity”** for what is going on with a customer to influence a positive outcome.
- ◆ **How to “Read” people more effectively** to create a deep and meaningful rapport, and recognize the four primary Communication Styles (Visual, Auditory, Kinesthetic and Digital).
- ◆ **How to diffuse challenging situations elegantly** and turn them around to create certainty in the mind of your internal and external customers that they will be served well.

Duration - 90 minutes

Call 1-888-462-4769 to Book Jimmy Z For Your Team Today!