



## ***Turbo Coaching™ for Customer Service and Support Reps***

*This expanded and highly customized half-day 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 handle them. We also give them a deeper understanding of their customer service goals and outcomes they want their customer to experience. 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 Learn:**

- **How to speak and listen using all three components of communication more effectively** and how they affect your level of rapport and influence.
- **Effective Telephone Skills** to prepare for multiple outcomes and handle anything that comes through from the other end of the phone.
- **How to develop even greater "Sensory Acuity"** for what is going on with a customer to influence a positive outcome.
- **How to influence the emotional climate of any situation** to dramatically affect the quality of communication, behavior and the results. You learn specific ways to direct and manage your own "State" of mind, *as well as that of others* so that you can *consistently* perform at your best. Your internal and external customers not only *love dealing with you*, they are *compelled to give rave reviews to others!*
- **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 3 hours*

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