

Professional Development

Core Competencies

Personal Development	Vision, Values, & Goals (Internal Branding)	Building a Winning Team	Accelerating Team Performance	Continuous Improvement
<p>To be an effective leader you must first be an "effective you". You must earn trust and lead boldly. Understanding how to build and break habits for long-term success starts with the leader.</p> <ul style="list-style-type: none"> • Four phases of attitude • Johari's window • Prioritizing time • Floodlight thinking <p>Competencies:</p> <ul style="list-style-type: none"> • Trust & integrity • Decision making • Personal productivity • Execution 	<p>Leaders must have alignment with corporate success (above) and individual success (below) to ensure a high return on all invested efforts.</p> <ul style="list-style-type: none"> • Clarity, alignment, & purpose • Value premise • Communication styles • Adapting & flexing to styles <p>Competencies:</p> <ul style="list-style-type: none"> • Trust & integrity • Vision & purpose • Communication skills • Accountability through responsibility • Engagement 	<p>Every team member must be clear on their own definition of success and how that ties into the higher purpose of their team, department, and the organization.</p> <ul style="list-style-type: none"> • Direction and goals • Expectations • Accountability • Expected behaviors • Success drivers <p>Competencies:</p> <ul style="list-style-type: none"> • Individual performance development plans • Difficult conversations • Conflict resolution • Expectation conversations 	<p>Leaders that create and drive energy throughout the organization help drive greater productivity and success with results.</p> <ul style="list-style-type: none"> • Timely and effective feedback • Leveraging strengths • Proactive change management • Metrics that matter • Development tactics <p>Competencies:</p> <ul style="list-style-type: none"> • Employee engagement • Facilitation skills • Leveraging data • Drive successful outcomes 	<p>Leaders must understand how to implement continuous improvement and make it a part of the way they operate.</p> <ul style="list-style-type: none"> • Shape strategy within their control • Promote teamwork and collaboration • Develop talent for future leadership roles • Align metrics with behaviors <p>Competencies:</p> <ul style="list-style-type: none"> • Performance management • Embracing change • Problem solving • Talent development • Succession planning

All programs are tailored by department to improve culture, leadership, and performance: Employee Engagement/Satisfaction, Sales, Customer Service/Satisfaction, and Employee & Customer Retention & Loyalty.



Professional Development

Excellence Collection



Impact Customer Experience Service Quality

- Learn how to exceed the expectations of every customer.
- Discover ways to resolve every customer's situation at the initial point of contact.
- Identify and address what your customer needs to be satisfied without pointing blame.
- Find ways to control interactions with customers.
- Acquire skills to manage customer issues efficiently, reducing time spent and giving you the opportunity to service more customers.
- Learn to become more effective at diffusing angry customers.
- Increase your ability to convert service calls into sales opportunities.



Create the "Buy" Sales

- Discover the habits of top sales producers.
- Understand the best ways to communicate your products and services.
- Learn how to effectively and efficiently prospect for new clients.
- Develop skills to conduct an understanding meeting with prospects that enables you to create a connection, understand wants, needs and motives, and move forward.
- Learn how to present solutions that excite your prospects and lead to new relationships.
- Learn how to resolve the most common objections and improve close rates.
- Improve your ability to use supporting evidence in your sales efforts.



Drive Results Leadership

- Learn to identify and leverage personal communication styles and reduce 'triangular communication'.
- Understand how to set goals with your team and manage them effectively.
- Understand how to listen, uncover opportunities for individual and team improvement.
- Improve your ability to transfer skills to your team members.
- Learn to give timely and meaningful feedback.
- Learn the art of motivation and accountability.
- Learn how to manage difficult conversations and neutralize negativity.



Create Customers for Life Retention

- Learn how to greet and build rapport with customers.
- Discover how listening helps retain customers.
- Learn how to use *value options & questions* to create reasons for customers to stay.
- Discover how to sell value before incentives to get customers to stay.
- Learn how to leverage your marketing intelligence to improve effectiveness.
- Understand how to resolve issues in an amicable way.
- Understand how to leave your customer encouraged and happy about staying.