

Purpose: To provide employees knowledge, and practical tools to help them refine communication skills in order to create stronger teams and enhance their ability to attract, retain and expand client relationships.

Objectives

- To build a strong foundation of skills and knowledge so employees can enhance their communication on the job with both internal and external clients.
- Help employees understand how to look at situations from their coworkers' and clients' perspective, thereby enhancing teamwork, mutual respect and sales opportunities.
- Provide understanding and appreciation of how every employee impacts the external customer and thus profit.
- Reinforce accountability and taking responsibility for every word and action.
- Improve the interpersonal skills of your employees.
- Provide an amazing learning experience for your employees.
- Create a positive experience with every customer during every interaction.
- Enhance employee engagement, teamwork and value, contributing to greater productivity.

Session One

- Introduction
- Teamwork and understanding and respecting others' perspectives
- Profit ladder
- Emotional contagion

Session Two

- Communication Styles
- Communication insight and techniques
- Attitude

Session Three

- First Impressions
- Generational Opportunities
- Email communication tips
- Taking Ownership and Accountability

Session Four

- Embracing Change
- Process vs. Customer Focused/Problem Solving — Service Recovery

Session Five

- Effective listening
- Communicating and Selling based on your clients needs

Session Six

- Teambuilding and review
- Continuous improvement opportunities and commitments

Recommended audience

To build a strong foundation and expectations upon which employees communicate, it is recommended that all employees participate (the best classes are approximately 25-30 participants per class, with a mix of job functions, skill levels, newer and more experienced employees, and entry-level and management-level). This program is also very suitable to deliver to just individual departments, front line employees or any combination of employee groups.

Class structure

2 hours each week for 6 weeks. Real-life assignments in between each session to help reinforce skills and knowledge and to **change behavior**. This is the recommended schedule, however it can be modified to fit your needs.

Quotes from class participant surveys—anonymous

I have never been so moved to be a better person and employee, nor have I been given the tools in a format that are easy to apply. I can honestly say I feel like I was able to take so much away from the class; my life will never be the same. I can't thank Lee enough for her time and efforts to enhance our lives. I only hope everyone will at some point have the wonderful opportunity to take this class."

"I am so thankful to work for a company who cares more about their employees than the bottom line; in doing so, we, as employees will work harder to contribute positively to the bottom line."

"I would like to thank my employer and Lee for this opportunity and investing in me and all of us as individuals. I truly feel we have been given a gift. If we are able to find a solid place personally, it only strengthens our abilities to shine professionally."

"It has brought an overall awareness to who I am and how I interact with others. It has provided me useful tools I can put in place here at work, out in the community as well as at home. It also reinforced and supported the way I choose to start each day."

"The class was much better than I expected. I have gone through several similar classes at previous employers and through college classes and this was the best."

"It gave me a sense of closeness to my co workers that I love. It makes communicating with people not seem so intimidating; everyone has their hang ups and things they need to work on. It made everyone seem more human."

"It is a great program that not only gave me skills to continually improve customer service, but also provided skills to improve my personal life and happiness as well."

"I thought this class was awesome and has helped me learn more about myself and how to better communicate in many areas of my life; as a coworker, as a family member, in my relationships."

"I knew something had to change, but I always thought it was everything around me. I now know, from taking the class that I had to change."



Skills to nurture change, growth and prosperity

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