



## service success

### Creating Outstanding Customer Service

- Define quality service and its importance
- Determine who the customers are
- Recognize where customer service opportunities take place
- Know why your work is important
- Learn how to make quality customer service work for you

### Communicating Clearly

- Understand the types of communication we use
- Discover how body language can impact communication
- Explore techniques for active listening
- Identify environmental factors that impact communication

### Service Sanity

- Discover how to manage stress
- Understand why problem solving is important
- Find out how to say “no” in a positive way
- Make the physical setting more suitable for quality service
- Explore ideas to improve service

### Coping and Communicating with Challenging Customers

- Understand that the customer is “always the customer”
- Discover what customers really want
- Win over challenging customers
- Learn when to apologize
- Create a customer bill of rights

### “TIPS” Training in Intervention Procedures

Alcohol awareness for hospitality

- Recognize signs of intoxication
- Spot underage drinkers and prevent sales to minors
- Intervene quickly and assuredly in potential problem situations
- Handle alcohol-related situations with confidence
- Use proven strategies to prevent alcohol-related problems

## professional success

### Managing Time – 24 Hours and Counting

- Determine who is responsible for managing your time
- Explore four key steps to help manage time
- Learn how to prioritize projects and tasks
- Find out how to deal with external distractions
- Identify steps to help crisis time management

### Developing Leadership Skills

- Identify what people admire in leaders
- Explore the elements of a great leader
- Understand how “leadership” differs from “management?”
- Learn what determines your effectiveness
- Define the leadership challenge

### Developing Goals for Better Results

- Understand the difference between goals and dreams
- Identify the benefits of goal setting
- Learn the importance of **S.M.A.R.T.** goals
- Practice setting **S.M.A.R.T.** goals

### Leading the People Side of Change

- Understand the difference between “Change” and Transition”
- Identify your role as a “Change Leader” and a “Transition Leader”
- Discover the psychological impact of change on employees
- Analyze your team’s “change readiness”

### Verbal Defense and Influence

From the Vistelar Group

Verbal Defense & Influence trains organizations to employ the Five Maxims of human interaction to prevent and de-escalate verbal conflict; enhance cooperation and collaboration within a team; and improve customer service and sales. Individuals learn how to stop verbal abuse, bullying and harassment and maintain mental and emotional safety in the midst of conflict .

## team success

### Building Teams for Your Future

- Determine whether you are a team or a group
- Explore the stages of team development
- Identify methods of handling conflict
- Explore the importance of open and frank communication

### Mentoring and Motivating Staff

- Understand the relationship between Effective Leadership, Motivation, and Mentoring
- Explore the impact of wants and needs on motivation
- Learn tips and techniques for creating and supporting a motivational atmosphere

### The Journey of Change

- Identify the elements of “change”
- Understand the difference between “change” and “transition”
- Discover the steps of transition
- Learn ways to cope with change
- Introduce tools to help identify areas that require more focus

### Same Noise, Different Generation

- Identify the four different generations in the work place
- Understand the characteristics of those generations
- Determine the generation gaps in **YOUR** workplace
- Uncover potential communication issues **and** create solutions

### Designing a Winning Workplace

- Identify what makes a customer focused culture
- Understand the impact of attitude and accountability on others in the workplace
- Discover ways to enjoy what you do
- Determine where you want to be in the future