



"A leader leads by example, whether he intends to or not."
-John Quincy Adams

Sustain the Training: Customer Service Essentials



"Leadership is intentional influence."
- Tim Cook

COURSE OVERVIEW

Sustaining training is vital to training results, improving company culture and creating an environment where employees can thrive. Leadership is influence and a great leader is intentional in their behavior. Your leaders have one of the biggest impacts in learning transfer and keeping the training alive, and Sustain the Training: Customer Service Essentials equips leaders to do just that.

This workshop follows one of our frontline training programs - Customer Service Essentials or Sales Essentials. We collaborate with your Leaders to create a customized sustainability plan, which can include:

- Techniques and formulas to coach and motivate teams
- Individual and team development plans
- Ways for your teams to be involved in the sustainability plan
- A structure for implementing side-by-side coaching sessions

Whether a leader operates in a purposeful way or not, either way they are leading and modeling behavior for their staff to follow. Sustain the Training: Customer Service Essentials provides an intentional path to excellence through leaders' consistent support and guidance. It truly is the path to sustaining the training.

 Customized with your real-world scenarios & designed to meet your desired outcomes.

LEARNING OUTCOMES

Ask better questions to promote meaningful dialogue

Lead by example to promote success

Give positive and productive feedback

Conduct motivating coaching sessions

Ensure techniques are used consistently

Recognize the impact of positive coaching

Launch a welcomed coaching program

BUSINESS OUTCOMES



Shared Vision within Leadership



Enriched Company Culture



Improved Team Morale



Self-Reliant and Empowered Employees



Better Employee/Leader Relationships



Confident Leaders



WHO SHOULD ATTEND?
Members of management who are in coaching, mentoring or leadership positions and have participated in Customer Service Essentials or Sales Essentials training.



PROGRAM FORMAT

One-day onsite instructor-led session that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials and job aids to support additional learning reinforcement.



Contact us to explore how we can meet your training goals!
info@bonfiretraining.com / 800-888-4893