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ADVANCED SEMINAR OUTLINE

Introduction

In response to recent world events, we have become very aware of their impact within all organizations. How well can you respond to colleagues, clients or customers, while handling the demands that these changes have brought? Will you be able to super-exceed these stresses?

I will begin by commending management and employees for taking the initiative in attending this session. Their attendance here signifies that they recognize the importance of teamwork and service to their organization. It also indicates the willingness of implementing while improving teamwork and communication skills at an in-depth level. The session will be very interactive and require their participation, which would not include role-playing.

This session will provide proven tools, tips and strategies designed to turn on every individual's internal success magnet. Having a roadmap to follow allows individuals to follow dreams, address work life balance techniques, while living with less stress and greater focus. This innovative session is developed to fit with the reality of our day-to-day challenges and busy lives, while accelerating both success and personal growth. My energy, enthusiasm, commitment, and sincerity will be key to enabling individuals to not only enjoy the session, but also to walk away with user-friendly work balance skills.

COMPONENTS

Communication:

Interaction by communicating fuels action. Effective staff have managers or supervisors who are constantly talking, and listening to each other. From leaders to teammates; and amongst one another, there should be consistency, clarity and courtesy. People should be able to disagree openly but with respect. Between managers and staff, responsiveness and openness is the key.

Communication is critical to any organization's success. It is also essential in order to enhance teamwork and customer service. We will discuss several key elements of communication. They include: perception, verbal skills, listening and rapport.

Teamwork:

As Benjamin Franklin once stated, "We must all hang together or else we shall hang separately."

Successful team effort is not a mysterious or magical event that just happens because fate brought the right group together. It rarely works that way. Real teamwork happens as a result of a deliberate and well thought out plan, executed by skilled employees and leaders who have a clear vision, specific goals and a definite strategy to get people working well together.

The Teamwork component will include: (These are suggested exercises, and would be developed to suit the needs of the organization)

Team Building Exercises:

PEOPLE PUZZLE EXERCISE: "Understanding the dynamics of teamwork".

There is no communication allowed during this exercise. It enables team players to work as a team only through body language. Many observations are witnessed and then shared as an entire group. (I personally have many observations listed for group discussion; this is also a lot of fun.)

TONI THE TIGER EXERCISE:

Judge the scenario alone, then with a team member and then as a group. This exercise has team players come away with information recognizing how quick one is to judge another. As a team utilizing communication it is evident that individuals have their own morals and values and that we cannot impose ours on others.

SOCIAL STYLES:

A social style is a persuasive and enduring pattern of interpersonal behavior. One style is not better or worse than the other. Observable behaviors are the key to understanding a person's social style. This component has its own manual that introduces the four major personality styles of individuals, and how to be flexible with our polar opposite:

- DRIVER
- EXPRESSIVE

- AMIABLE
- ANALYTICAL

Participants will chart where they are while discovering the need for all quadrants to exist in an organization. As a group it is observed that flexibility is mandatory in order to understand how the other quadrants work. This exercise will make your quadrant work for you more effectively. It also allows you to recognize your polar opposite and how one can be flexible making an unpleasant situation into a workable one.
(This is also a fun exercise)

Super Exceeding Consumer Expectations:

With the consumer becoming more astute, the demand for better service increases. An organization that consistently provides excellent service will become more noticeable while creating a positive atmosphere. This also invites greater loyalty from clients. We will be taking an in-depth look at how we can achieve delivering exceptional service. Some of the strategies and objectives will include:

What is Consumer Service?

At the end of this section participants will be able to:

- Identify why consumer service is important to their organization while fueling the ability to enhance balance in ones life by delivering exceptional service.
- Recognize the impact of poor service at both a personal and organizational level.

Delivering Superior Service:

At the end of this section participants will be able to:

- Recognize their external consumers, while determining their needs and expectations.
- Implement strategies of “how to” if a consumer has unrealistic expectations.
- Plan a strategy for continuous consumer service improvement.
- Focus on moments of truth. Each agency has its own unique moment of truth.
- Discover who your consumers are and determine how their needs are different?

Handling Conflict and Difficult Situations:

At the end of this section participants will be able to:

- Focus on dealing with upset, difficult, and irate customers - from mildly displeased to completely outraged.
- Use effective techniques to defuse a situation and make a customer who has a complaint become a more loyal customer than one who has never had a complaint.

Coping with Change:

In dealing with the ongoing changes within organizations, I have become aware of the necessary coping mechanisms that are essential in dealing with change. There are many things in life that create stress, but one of the most significant components is change. We cannot operate our organizations as we used to.

Among the many adjustments that are required, making a stronger investment into the most critical customer is essential, that being the employees. We need to provide them with every day teamwork and service survival skills. The need to assist individuals to meet some of these challenges is crucial. How vulnerable are you to stress? What happens when laughter stops? This presentation will help you plan strategies for coping with change. When your back is against the wall how do you continue to be effective?

Skills Enhancement:

The entire group is divided into teams where they come up with a scenario "What would you do if..." They then as a team make up or share an actual very challenging situation. I then pass this scenario to another group and let them figure the best response as a team. The team then shares their responses with the entire group. This is very effective, as we tend to learn the most from one another. It also allows the teams to share some very real experiences that they may have had in the past or make up a scenario that may happen in the future.

RECAP, QUESTIONS AND ANSWERS

This is a time where we give participants an opportunity to make any comments or ask questions on the day's program.

OVERVIEW OF SESSION

This session allows participants to discover information that will enable them to have a healthier work life balance internally and externally. They will examine information that allows one to understand today's customer. With the information provided in this program individuals will have a greater competence and confidence level in dealing with internal and external individuals in regular situations as well as the difficult ones. This also includes managers and or owners in dealings with staff.

Management and employees, who excel in service, recognize that customer service is not a function - it is more of a habit, a way of life. These employees connect with the consumer. The employee, as well as the customer gets more satisfaction from the transaction. Life is like a ripple effect. When we have a pleasant connection with another person internally or externally it carries over into the rest of the day.

In this workshop I will spend considerable time relating information to assist staff and management in dealing with teamwork concepts, difficult customers and super exceeding customer service expectations along with communication skills. They will find that knowledge is power. The more knowledge and skills one has, the better one can accomplish difficult tasks, while instilling confidence within themselves.

Employees and management make the difference between any organization being mediocre or excellent. When people enjoy their jobs they get satisfaction and pride in return. The customer, organization, and the employees will benefit. When there is harmony within a work environment, there is a higher probability of having effective work life balance.