



Inside yourself or outside, you never have to change  
what you see, only the way you see it. (Thaddeus Galas)



# Terri Knox

## TOOLS FOR SUCCESS

### Introduction

Shortcomings and failures--we've all got our share. So why is it that people manage to become successful while others remain shackled by paralyzing self doubt? This inspiring presentation will enable you to build self-esteem and develop a more satisfying, productive life. You'll discover how to critically review your strengths and weaknesses, examine your beliefs and influences, and make necessary changes.

Positive attitudes trigger enthusiasm and enhance creativity. This workshop will provide tips to increase your self-image, develop goal-setting techniques, and enable you to get the most out of your job. This presentation will enhance your relationships professionally and personally. Plan for an exciting and inspirational session.

The session will provide practical, down to earth applications of service excellence. Learn how to utilize constructive internal team building techniques. Deal with difficult people and solve problems skillfully. Understand the importance of customer service and your relationship within your organization.

## Outline

- Personal Development Components
- Customer Service
- Conflict Resolution

## Instructional Objectives

- At the end of this session participants will have the ability to invest in themselves by understanding the concept that *until you believe in yourself, you will not be able to deliver service to others.*
- Participants will also be better equipped to identify personal and professional goals, while developing concrete plans to achieve them.
- This session will allow participants to understand the true meaning of the term “Professional” and what it really means within your industry.
- Once having attended this presentation, participants will come away with the understanding that the biggest commodity any organization will have is its employee. This tends to have employees reinforce their value in their given profession.
- The biggest factor in obtaining personal and professional success is attitude. This presentation allows participants the opportunity to evaluate their attitude toward others and situations in which they may find themselves. Assessing how positive or negative you tend to be overall, and determining any areas that may require attention, will be addressed.
- Teamwork concepts will be incorporated into the session demonstrating how critical it is in any organization. This also enables employees to realize that they are each other’s customers. Internal customer service is imperative in order to address exceeding the external customer’s expectations.
- Conflict resolution is a critical part of any organization. Turning an unpleasant situation into a positive one for the customer or colleague is imperative. This session allows participants to walk away with additional skills in dealing with complaints.

## **Key Components**

- Motivation
- Personal Development
- Goal setting
- Job Satisfaction
- Attitude
- Customer Service
- Teamwork
- Conflict Resolution

## **Summary of Session**

Participants are able to take a personal journey from within while taking the time to invest in themselves. This then ensures individuals will deliver exceptional service, as we tend to give to others what we desire for ourselves. This affects us in a positive manner both internally and externally.

It is crucial for individuals to understand the benefits of motivating themselves. When you are self motivated you do not expect others to do that for you and you will grow to recognize that self motivation becomes more of a way of life and has more consistency which in turn enhances work life balance.

Stress is a reality, yet how we handle it is most important. There will be coping mechanisms presented dealing with stress, both personally and professionally. Change is also necessary and the need for change is not an option. We do not have to like or respect change but being in control of our response to it is essential.

Upon completion participants will recognize that service to others is a self-feeder. It motivates our industry, the employees and customers. While complaints have most often been described as negative, this session will provide skills enabling participants to handle them skillfully. They are necessary and if acted upon properly, complaints can and will improve service. Complaints allow us to make our organization stronger and better.

### **WHAT NEXT - Advanced Program (optional)**

This interactive participative session is built upon the fundamentals of the Tools for Success Seminar. The main components will include:

- Work Life Balance Tools
- Communication
- Service/Teamwork
- Working With Challenging Individuals and Situations
- Conflict Resolution

This program allows participants to further develop skills in these areas.