



# WORLD-CLASS CUSTOMER SERVICE

This interactive and fun training seminar provides a proactive process and approach before, during and after a customer interaction to create the ultimate competitive advantage. Rounded Development has a proven process that allows companies to increase employee motivation and engagement, improve customer satisfaction and loyalty and give your employees the tools, skills and resources to enhance your brand reputation in an ever changing market.

## WHAT TO EXPECT



**CORE SKILLS +  
COMPETENCIES  
REVIEW**

Learn 'Best in Class' customer service skills that create positive first impressions, manage customer expectations and build customer loyalty.



**EFFECTIVE TOOLS  
THAT DRIVE  
SUCCESS**

Leverage "Best Practices" to drive service metric improvement while delivering better information faster to meet customer needs.



**SETTING  
VISION +  
EXPECTATIONS**

Understand the big picture and expectations that drive your importance and contribution to the organization.



**VERBAL +  
NON-VERBAL  
COMMUNICATION**

Learn the important skills that drive effective and clear communication that allow for better outcomes whether face to face or in the digital world.



**OVERCOMING  
CHALLENGES +  
DIFFICULT SITUATIONS**

Avoid common pitfalls that come with conflict and drama and learn to diffuse negative situations and steer them to a positive outcome.



**INTERNAL VERSUS  
EXTERNAL  
EXPECTATIONS**

Highlight the importance of treating everyone with the same level of respect and professionalism inside and outside your organization.



**ONGOING  
MENTORSHIP +  
TRAINING NEEDS**

Emphasize the benefits of consistently investing in your employees through ongoing training programs and development feedback.



**CREATING  
A CULTURE OF  
EXCELLENCE**

Build a high performing team of passionate, driven and team-first employees to meet and exceed customer expectations.

Rounded Development provides a broad set of leadership services to drive performance, development, and results for your organization. Services include talent + succession planning, training sessions, team building, recruiting advisement, and personalized coaching + mentorship. Schedule your free consultation today!

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