



TEAM TRAINING

Educate Your Team

Through targeted training seminars and talks, we teach practical approaches to customer service and leadership that encourage growth, create empowerment & inspire your team to excel. Training your team will help increase retention by inspiring them in their existing roles and offering methods of improvement and empowerment that will propel them into future roles in your company.

Customer Service Topics

- The 3 Pillars of Great Service: Hello, Trust & Communication
- Own the Room: Managing the Customer Experience
- Dealing with Difficult Customers
- Making an Impact: Maximizing Service & Sales
- Living the Mission: Bringing Your Company Culture to Life

Seminars & Talks

Interactive Seminars are best for 12-16 people and last 2 hours. Seminars are fully interactive and allow participants to practice new techniques and identify areas of improvement, while being able to ask questions of their expert instructor.

Group Talks are best for groups of 40-100 team members and lasts 60-90 minutes. This allows for team inspiration, refreshment of knowledge, and representation of company goals and expectations.

Both options include a dynamic PPT, all customization for 1 topic from our list, and can be facilitated virtually or in person.

Leadership Topics

- Walk the Walk: Leadership Presence
- Talk the Talk: Effective Communication
- Give & Take: Building a Culture of Feedback
- Passing the Ball: Delegation Techniques
- Working Smarter: Using Time to Your Advantage
- Cause & Effect: Owning Your Strengths
- Confronting Micromanagement

Leadership Bedrock Trio

Our Leadership Bedrock Trio offers your team a series of 3 class topics that will jumpstart & support their individual leadership development. This program includes three seminars:

1. Walk the Walk: Leadership Presence
2. Talk the Talk: Effective Communication
3. Your choice of the third topic from either category above.

Classes will be facilitated as a series, ideally within a few week's period to encourage adoption and engagement.

For large teams, multiple classes of each topic may be required in order to deliver the full interactive experience to all participants.

Fully customized class topics are also available and can be delivered in any format.