

NEW!



THE SPIRIT OF SERVICE

Know the way.

Go the way.

Show the way.

This half day session prepares emerging leaders to assume the reins and foster a world-class service culture to become the employer, provider, and investor of choice. Don't be fooled! There is nothing 'soft' about a servant-based approach that creates a common cause. Lessons prepare participants to assume advanced roles and become extraordinary by spearheading core service values to leave customers, employees, and stakeholders better off than they found them! Strategic insight and modern case studies provide tools for immediate take-a-ways to create and maintain an environment of success! *(session can be extended to full day)*

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A diagram consisting of a green triangle pointing upwards, set against a dark grey background. The left side of the triangle is labeled 'Provider of choice', the right side is labeled 'Investor of choice', and the bottom side is labeled 'Employer of choice'.

Provider of choice
Investor of choice
Employer of choice

SAMPLE TOPICS



KNOW THE WAY:

- Intentional leadership defined (Would you like to have you as a boss?)
- What you don't realize about feedback that may sabotage the team
- Understand what drives negative workplace behavior and get r-e-a-l solutions for long-term success
- Becoming a people-centric leader: thinking and influence
- The human rule: empathy vs sympathy in a service culture
- Boss from Heaven, Boss from Hell: What we learn from negative influencers
- Loving the mission (Do you or others wake up each day thinking about 5 pm?)
- Is the environment conducive to involving employees at every level?
- How are you measuring results of leadership performance?
- Are employees motivated to implement change? How so?

GO THE WAY:

Successful organizations know relationships and value are driving forces that yield the greatest loyalty. Learn how to build this in your business and improve customer satisfaction.

- How do you establish loyalty between the senior staff, employees and customers?
- What are your "loyalty expectations?" Are customers the "loyal-royal?"
- Understand how loyalty is established in today's changing business world
- Learn the six steps to create customer loyalty
- Understand the concept of expectation and entitlement
- What are our service standards?
- How do we put these into action? How do we measure these?
- What's really driving customer satisfaction?



SHOW THE WAY:

- Lead with a plan...what is your 'now?'
- Servant leaders act with humility
- Recognizing the value in the front line
- Bureaucracy busting!
- Taming turnover
- Avoiding benign neglect * Employees as partners
- It pays to listen * Unions: sitting on the same side of the table
- Citizens of choice
- Service theme: Being in the 'peace of mind' business
- The customer is NOT always right
- What's your organizational DNA?
- Internal vs external service (We teach people how to treat us!)
- Is passion a shared vision? How is this communicated to others in the organization?

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Heinze Foods

Cutting edge...thanks Lisa.
This will help me in my personal and professional life.
FedEx Custom Critical

WHY CHOOSE THIS PROGRAM?



You gain better understanding into ways major franchises and organizations create service success. Through unique insights, learn how these impact change to provide proven tools to do the same for your business. Key principles also complement Six Sigma, DISC, Myers-Briggs, Emotional Intelligence and other business philosophies helping you to recognize this potential and build your bottom line.

WHAT DOES THIS LEAD TO?

The immediate connection to better service and leadership transfers skills to your marketplace. Participants leave with a renewed sense of commitment to the customer, themselves, and the workplace. A return on investment also unfolds in capturing and motivating the heart of the employee to drive brand recognition, customer satisfaction, and leverage a process of change.

READY, SET, GO!

View your business from a new perspective and experience proven strategies that transform the training room into a mission control to launch winning business solutions!



Call for a free consultation and let's boost both your brand and your bottom line! I look forward to listening and learning more.

Lisa

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