



Communicuette programs are customized to fit your business' needs. We have designed a series of modules to assist you in selecting the best focus for your training. Each module can be delivered independently or grouped together. The modules are also customizable and will vary depending on your specific requirements. We highly recommend including all modules for a thorough and effective training program and we'll work closely with you to make sure all of your needs are met.

Customer Shoes

- ❖ Develop skills to clarify and understand.
- ❖ Why would a customer ask for that?
- ❖ Warm up your communication style.
- ❖ Keeping judgmental attitudes at bay

Mirror, Mirror

- ❖ Learn how to reflect the image your organization will be proud of.
- ❖ Telephone etiquette.
- ❖ Meet and greet on the phone and in person.
- ❖ Farewell and please come back.

How You Say, What You Say

- ❖ Positive Language.
- ❖ Changing the meaning of a message with tone and emphasis.
- ❖ Dealing with an upset customer.
- ❖ Manners Matter.

Go The Extra Mile

- ❖ Contrasting magnificent to ordinary customer service.
- ❖ Define and practice immediate action techniques.
- ❖ Listen to Understand.
- ❖ Using technology to deliver top notch service.

Build The Business Of You

- ❖ Develop Your Expertise.
- ❖ Celebrate What's Right.
- ❖ Dealing With Change.
- ❖ Learn tips that will inspire and energize you to stay focused on your goals.

Technology Tune Up

- ❖ Discover how to enhance the customer experience with advanced use of technology.
- ❖ Learn to use your phone system to better serve your customers.
- ❖ Learn how voicemail can enhance the way you deliver service.
- ❖ Using Outlook to keep you on track.
- ❖ Netiquette.

Selling From The Inside Out

- ❖ Consultative Sales.
- ❖ Uncover hidden needs.
- ❖ Sales for the non-sales professional.
- ❖ Keeping sight of the objective.

Get Your Ducks In A Row

- ❖ Manage Your Priorities.
- ❖ Manage Your Lists.
- ❖ Breaking Down Projects.
- ❖ The Power of Congruency.

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