

Top 10 at X5

Our Most Popular Workshop Topics and Objectives

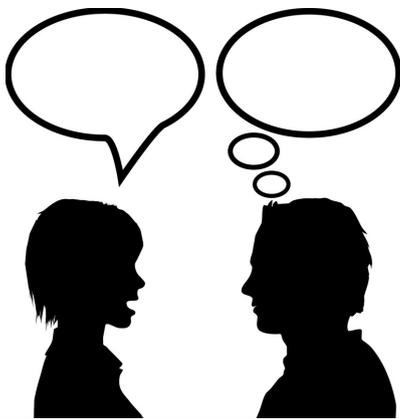
Goal Setting

Help employees and employers get what they want



- ✓ A look at what we do and how we do it, but most importantly why we do what we do
- ✓ Better understand individual “WHY” to promote professional development and career growth
- ✓ A look at Outcomes (What), Purpose (Why) and Action (How)
- ✓ Discover what we want and why we want it and learn how to achieve goals

The Art of Effective Communication



- ✓ Establish a working definition of communication
- ✓ Review communication models and their key elements
- ✓ Apply personality assessments to develop effective communication skills
- ✓ Investigate different styles for communicating and aspects each employs
- ✓ Establish how tolerance for disagreement affects effective communication
- ✓ Devise strategies to avoid unnecessary conflict
- ✓ Identify common communication filters and their potential impact
- ✓ Analyze how authority shapes communication
- ✓ Adopt tools for effective communication
- ✓ Develop a personal communication action plan

Enhance Productivity and Time Management



- ✓ Assess individual time management styles and differences
- ✓ Understand effective productivity techniques and principles
- ✓ Recognize the causes of procrastination and apply timesaving techniques
- ✓ Utilize the priority matrix in decision-making

Defining Remarkable Service



- ✓ Explore the concepts and benefits of remarkable customer service for your business
- ✓ Work with your team to set remarkable customer service standards in your industry and ensure you are attentive to customer needs and meet their expectations
- ✓ Demonstrate value in all customer engagements and interactions through effective rapport building and follow up techniques

Creating a Culture of Good Habits in Sales and Service



- ✓ Collaborative discussion on individual goals, challenges and techniques to create positive focus and build team momentum going forward that is sustainable
- ✓ Focus and discussion on individual and team habits
- ✓ Focus on healthy decision-making. (Mentally, physically and emotionally)
- ✓ Illustrate need for teamwork and dependence on others to achieve individual and corporate goals
- ✓ Understanding and applying OPA -Outcome-Purpose-Action. (Who do we need to become?)

Your business may qualify for the **Canada-Alberta Job Grant**, where up to **2/3** of approved training costs will be funded up to **\$10,000** per trainee. Maximum grant is **\$300,000** per employer per fiscal year.

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Our Most Popular Workshop Topics and

Effectively Dealing with Conflict



- ✓ Recognize your network of relationships both internally and externally and your interaction with them
- ✓ Positively manage business relationships to avoid unnecessary conflict
- ✓ Understand the conflict resolution model and where you fit
- ✓ Use effective conflict recovery strategies when conflict occurs

Sales and Customer Service Over the Phone



- ✓ Identify the roles of the sales or customer service representative during a customer call
- ✓ Practice techniques for taking control of the call
- ✓ Learn to handle angry or upset customers
- ✓ Implement strategies for staying motivated

Influence: How to Use it and Not Abuse it



- ✓ Improve communication skills, including verbal and nonverbal messages, to be more effective with others
- ✓ Recognize common barriers to communication
- ✓ Understand and use communication styles to tailor your communications
- ✓ Develop effective rapport building techniques and build genuine relationships with your internal and external customers

Emotional Intelligence for Sales & Service



- ✓ Manage your emotions by recognizing how thoughts and emotions are connected
- ✓ Improve your self-control by identifying physical cues that indicate your emotions may be taking over
- ✓ Discover how emotional intelligence can help you develop more positive relationships at work and a more optimistic outlook
- ✓ Learn how to use assertive communication to express your needs and feelings appropriately
- ✓ Explore how to use emotional intelligence to bounce back from setbacks

Engagement: How to Get your Team in the Zone Everyday



- ✓ Recognize the importance of knowing every employee as a unique individual
- ✓ Identify each employee's strengths and how to leverage them in the workplace
- ✓ Create a career path and meaningful work for each team member
- ✓ Show appreciation and recognition in a way that is meaningful to each employee

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