

Reset & Re-Imagine™

The Future Digital Media Film Series & Library

Re-imagining—Leadership, Business and Organizations.

Restoring—Our Selves.

We All Win: Fanagalo™

Business Lessons From the African Bush

Customer Service with Authenticity

(Film #1 of 2 Part Series)

This program was designed to educate an audience and/or organization of the benefits of what is termed “transformational customer service.”

WE ALL WIN™-Customer Service with Authenticity provides techniques that service professionals can immediately apply to set themselves apart from their competition.

Based in a foundation of diversity awareness, this program guides the participant through a learning process of exceeding customer expectations. The program provides tips on how to connect with everyone individually so that we are able to channel together in one voice – one mission of true customer service with a common goal to provide the best possible experience. In order to accomplish this task everyone must understand the importance of and vision of service excellence and take ownership. Through anticipating needs and expectations we develop the language of possibility where we are able to exceed customer expectations and take things to a whole new service excellence level in the eyes of the customer.

Who should attend:

- Anyone in direct contact with customers
- Front line employees
- Front line managers
- Directors of areas charged with leading change
- Emerging leaders
- Team leaders
- Educators
- Leaders interested in leading change and becoming certified to use the GROH™ Digital Content Library



What you will learn during this session:

- How we ensure people contribute equally to exceptional service through a shared vision and desire to be the best.
- The importance of understanding guest expectations through communication that clarifies understanding with all parties.

- Providing an experience so unique that customers are inspired and want to develop deeper relationships.
- The importance of evaluating and constantly looking for ways to change and develop our service deliverables.
- How to stop pushing, and instead let the customer relationship happen, and the story develop and become a story which belongs to the customer.

Why should you have a GROH™ certified facilitator?

Sometimes an outside perspective can be extremely valuable and effective—especially when it comes with value and experience. At GROH™ we don't just create films, we create learning solutions which last. Our certified facilitators deeply understand the content and knowledge objects at a high level because of their involvement in research, development and application.

Each GROH™ facilitator brings real world experience to your session. We will work with you before, during and after the session to make sure that you get an extraordinary return on the time invested.

This program, along with all GROH™ programs are developed using best practices in adult learning including, but not limited to case studies, simulations, large and small group discussion, audio and digital film elements and real playing (practicing real situations).



Agenda

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| 00:00-00:10 | Session Introduction |
| 00:10-00:25 | Introductions and Discussion of Greatest Service Challenges |
| 00:25-00:40 | Activity-Drivers for a New Way of Serving |
| 00:40-01:10 | Introduce and Show DVD |
| 01:10-01:20 | Video Debrief-General |
| 01:20-01:30 | Break |
| 01:30-01:40 | Key Concepts-Learning Group Discussion |
| 01:40-02:00 | Key Concepts-Group Presentations |
| 02:00-02:20 | Application Activity-Future Service Professional Skill Set |
| 02:20-02:40 | Application Activity-What Makes Us Different? |
| 02:40-02:50 | Personal Action Plan |
| 02:50-03:00 | Final Comments, Evaluation, Adjourn |

To learn more about how to bring a GROH™ program to your venue:

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