



EXPLODING THE COMPETITION WITH C4 SALES & MARKETING PROGRAM

Creating a Customer Centric Culture

Imagine an organization where all your employees are confident, self-sufficient and motivated. Your company's turnover is at an all-time low, as are customer complaints. Word on the street is that your company offers the benchmark for customer service in your industry, and your competitors are seeing red as their customers jump ship and swim your way. With "Creating a Customer Centric Culture", a powerful new customer excellence program, you don't have to imagine anymore. You can make your dream world a reality!



Program Goals

- ✔ Increase confidence and competence of your employees.
- ✔ Improve Communication through a revealing exploration of the different ways in which team members send and receive information.
- ✔ Reduce Conflict, the team will gain the ability to recognize and minimize unnecessary clashes between dissimilar personality types.
- ✔ Greater interdependence and trust.
- ✔ Decrease Stress, the team will discover how to sidestep anxiety-generating and time-consuming interpersonal issues.
- ✔ Better Team Relationships, Heightened Morale, and Greater Camaraderie, boosted by a lively team building session, and sustained by the healthy insights harvested in the workshop.
- ✔ Strengthen Management Effectiveness through an awareness of the various human needs and professional preferences within the team.



Duration

- 45-60 Minute Keynote
- 2-4 Hour Breakout Session
- 6-8 Hour Full Day Training

This program can be customized for any event including:

- ✔ Breakfast / Lunch / Dinner
- ✔ Recognition Ceremonies
- ✔ Sales Meetings
- ✔ Management Conferences
- ✔ Corporate Retreats
- ✔ Special Events