

Webinar on

Customer Relationship Management: Mastering Profitable Relationships!

Learning Objectives

- Offering an appropriate greeting*
- Expressing empathy*
- Remembering the value of long-term customers*
- Making customers "feel special"*
- Communication Skills*
- Body Language*
- Spoken Communication*
- Written Communication*
- Face-to-Face Communication*



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- Telephone Skills
- Obtaining and retaining important customer information
- Developing a Winning Attitude
- The Power of Positive Thinking
- Handling Stress
- Handling Complaints
- Winning Back Unhappy Customers
- Empowerment Means Customer Retention and Referrals
- Taking Responsibility
- Using Common Sense
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Effective Listening Techniques Never Go Out of Style

"Why should I want to come back?"

"Were you satisfied?"

"Who else do you know who would benefit from our service?"

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You'll leave
with a "Top 25
Tip List" for
gaining
repeat
business and
new business!

PRESENTED BY:

Chris DeVany is the founder and president of Pinnacle Performance Improvement Worldwide, a firm which focuses on management and organization development. Pinnacle's clients include global organizations such as Visa International, Cadence Design Systems, Coca Cola, Sprint, Microsoft, Aviva Insurance, Schlumberger and over 500 other organizations in 22 countries.

On-Demand Webinar

Duration : 90 Minutes

Price: \$200

Webinar Description

What is it about your organization's customer relationship management practices which identify you as competitive, unique or first-class? Who are your customers? What do they want? How we can more effectively persuade our existing customers to purchase more of our products and services while referring even more prospective new customers our way? We'll talk about how to deal with some of the "newer" challenges to our effectiveness, including faster information velocity, capacity, bandwidth, and our own mobility. You'll leave with a "Top 25 Tip List" for gaining repeat business and new business!



Who Should Attend ?

CEO

Senior Vice President

Vice President

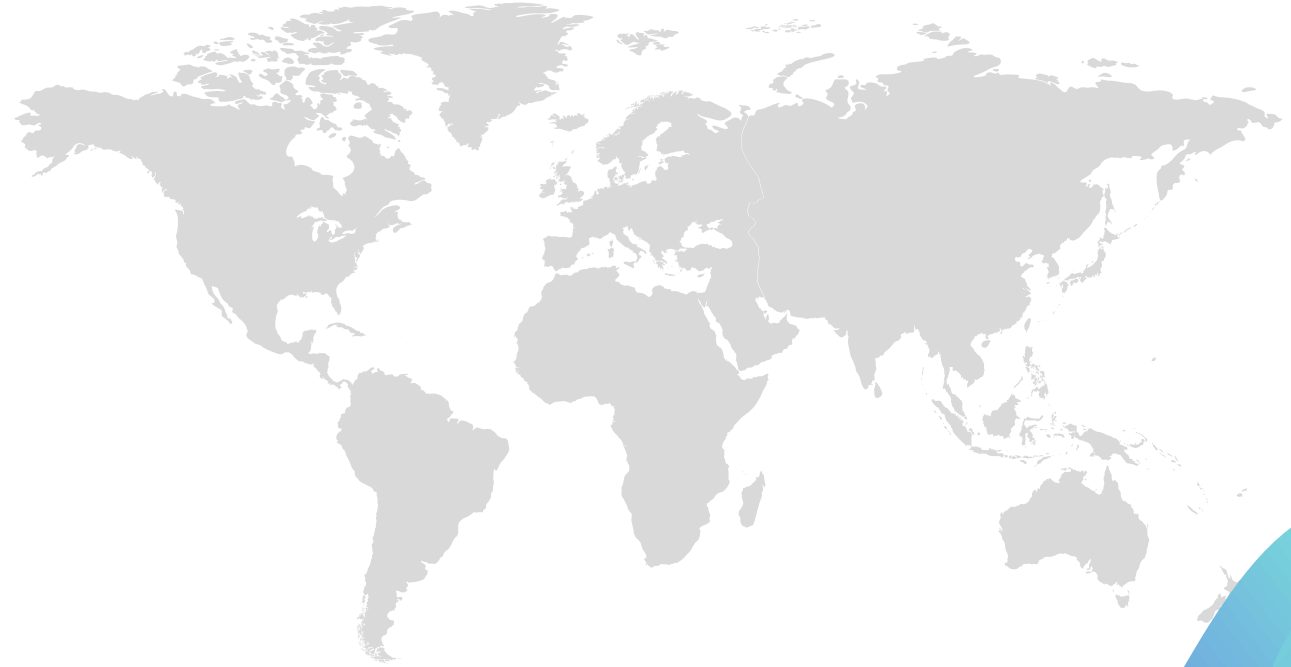
Executive Director

Managing Director

Regional Vice President

Area Supervisor

Manager



Why Should Attend ?

By attending, you will understand how to even more effectively:

Approach even the most difficult of customers and prospective customers

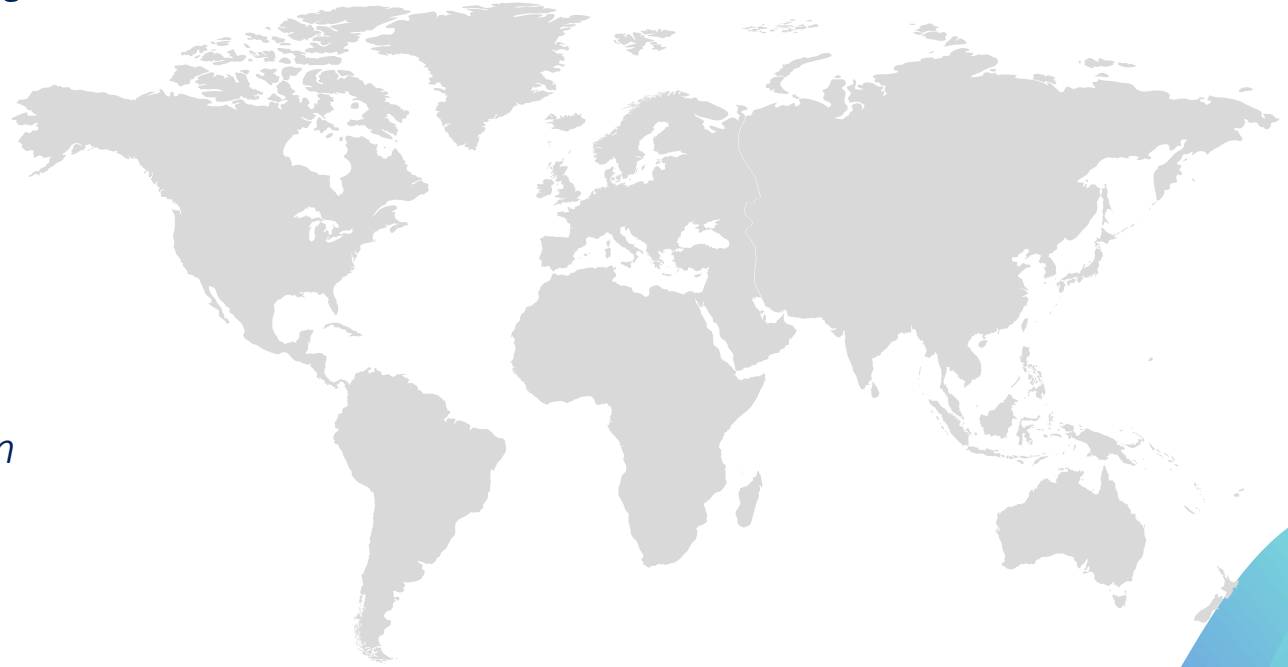
Overcome any objection

Use both our verbal and non-verbal communication skills

Develop a winning attitude which will help you bring in even more business

Position yourself with product, service, and relationship, earning you customers for life!

Would you like to improve your effectiveness in approaching the most difficult of customers and prospective customers?

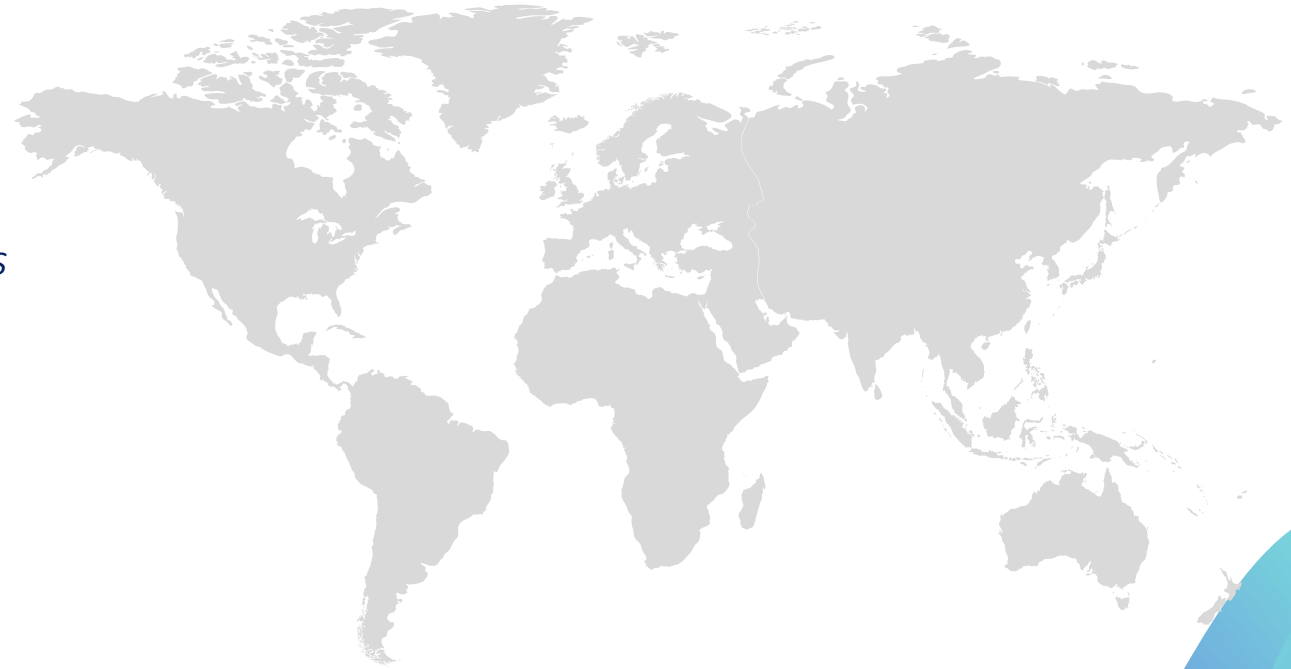


Would you like to be able to overcome any objection?

How about improving your verbal and non-verbal communication skills and effectiveness?

Is it worth 90 minutes of your time to earn limitless annual repeat business?

If you answered “yes” to any of these questions, then come laugh, listen and learn as Chris DeVany leads us all through those important topics, key questions and answers we all need to be able to address effectively to improve our team members’ and team’s performance!



To register please visit:

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