



KNOW YOURSELF, KNOW YOUR CUSTOMER

Training Workshop

For the last four years, Stockwell Bretton has been delivering our engaging and increasingly popular one-day training workshop that improves self-awareness, teamwork, resilience and customer service.

This training has been developed to support improved leadership, team dynamics and better customer service delivery across a range of situations.

The training uses the DISC behavioural work styles assessment to establish a baseline of strong self, team and customer awareness.

A special focus area is difficult customer conversations and how to proactively improve customer engagement outcomes.

This training also challenges participants to analyse their preferred communication and working style as a team member and leader,

while developing tactics to enhance internal interactions for improved performance.

As a final step, participants develop resilience skills through understanding how to bring together self-awareness, and situational learning, as well as self-management and coping mechanisms.

The training content is tailored to each organisation and your unique customer interactions.

Armed with greater self-awareness, and understanding of the preferred styles of their team members, participants are supported through an analysis of their typical customer engagements. This sets a foundation for a new performance benchmark and an action plan to address long term challenges.

WHAT YOU WILL GET FROM THE WORKSHOP



An interactive and intuitive learning experience.



A detailed analysis of your working style using proven DISC methodology.



A benchmark for great customer service.



A facilitated analysis of your most challenging customer service interactions.



Improved ability to create great first impressions.



New conflict management skills.



Individual learning and self-management techniques.



Enhanced understanding of resilience and how to build skills in this area.



Explanation of your working style preferences, including pressure triggers and likely reactions.



Improved appreciation of team dynamics and how to improve communication in teams.



Improved understanding of individual customer expectations and how to meet them.



An action plan for improvement in self-awareness, team dynamics, and customer interactions through using learnings and resilience.

COMMENTS FROM OUR PARTICIPANTS

"The DISC profile was very helpful in understanding my behaviours in customer interactions".

"The workshop helped us to understand ourselves and provide better service to our customers".

"It gave us a chance to talk about our experiences, our customers and learn about each other".

"It's a good way for us to understand one another and improve our communication."

"I was a repeat attendee and I loved the refresher on how to deal with customers".

"The facilitators were knowledgeable and very engaging".

HOW TO FIND OUT MORE

Contact us to discuss how this workshop may help your team.

Contact our National People and Culture Leader, Fiona Stockwell on FionaS@stockwellbretton.com or call (02) 6152 8500.

