



We Know

One of the least expensive and most effective ways to sustain and increase sales revenue comes from employees providing memorable levels of enhanced customer service. Providing products and services in today's competitive environment is not enough. Employees who constantly give extraordinary-levels of customer service not only market their company for their employer, but also help shape a company culture where employees love to work and customers pledge their loyalty for return business.

When customer service providers do what ever it takes to provide enhanced customer service, Work is more enjoyable and fulfilling; but more importantly--positive relationships are developed. Likewise, specialized customer service training immediately yields improvement in overall quality and organizational productivity which in turn makes everyone feel like a winner.

LeadershipSuccess

ENHANCED CUSTOMER SERVICE TRAINING



Building & Managing

Enhanced Success for You
and Your Organization with



LeadershipSuccess®

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Customized Training

We recognize that individuals have different learning styles. Our company helps your employees through many methods to learn quicker, while retaining skills and knowledge that brings satisfaction to each employee and member whom we train. Most importantly, we do it in a way that is fun, interesting, and long-lasting. We will custom-build a training program or lecture according to your needs in order to yield the greatest benefits for your organization.

We develop customized training programs that teach these concepts and much more:

- **Why customer service is so important**
- **What exceptional customer service looks like**
- **Costs of losing a customer**
- **Why customer service is so rare**
- **Who the customer is**
- **Five essential needs of the customer**
- **What satisfaction is**
- **What effective communication looks like**

The Bottom Line

Our goal is to help enhance your organization by shaping the work environment and culture; making it a place where people like to work and customers have greater levels of satisfaction. Hence, the result yields lower employee turnover and greater customer return business.

Your business grows, while profits and production increase! Well-trained employees must individually choose to make the difference by providing the highest levels of customer service. Customers will remain faithful to your organization, while endorsing their experiences of satisfaction to others.

Our Mission

is to help organizations develop high performance systems and teams enriched with trust, respect and support. We work with you to define and attain the results you need while retaining confidence of confidentiality and support.



We Focus on

finding ways for people to work cooperatively despite differing perspectives, while utilizing the strengths and talents of all members to accomplish common goals. Our services give customers an edge over their competition by helping them align members, enhance skills and build greater awareness.

- **Align** and bring organization to your organization.
- **Build** greater understanding and create stronger teams.
- **Focus** on core communication skills that perpetuate more successful interaction and relationships for coworkers and customers.
- **Maximize** your organization's human resource potential through greater insight and broadened perspective.
- **Motivate**, innovate and stimulate people.
- **Synergize** teams with training and education using the most recent methods and sciences.

We Enhance Your Competitive Edge By:

- **Increasing energy and creativity** devoted to profit-generating activities.
- **Increasing capacity of high potential people** to assume greater and more complex responsibilities.
- **Improving leaders' ability to work through difficult and important interpersonal situations**
- **Decreasing legal expenses** to resolve avoidable conflicts and disputes
- **Decreasing recruitment and training costs** due to staff turnover
- **Helping organizations get back on track and move forward.**

Profile

Paul Gerhardt, PhD "the Organizational Doctor"™ specializes in leadership and management training and support. He and the LeadershipSuccess® associates use innovative and non-traditional proven methods derived from the social sciences and latest developmental technologies. Accompanied by experienced research methods and various resources--we develop customized training, systems, and products that enhance and maintain the effectiveness of your organization and individual members.

Confidentiality of and with our clients is always 100% protected, assured, and guaranteed.

