

Passionate Performance Presentation

THIS PRESENTATION OR WORKSHOP IS ALWAYS WELL RECEIVED BY INDEPENDENT BUSINESS OWNERS, BUSINESS LEADERS, FRANCHISEES, SALES PROFESSIONALS AND THE ENTREPRENEURS WHO ARE BUILDING SMALL TO MEDIUM SIZED ENTERPRISES. INTERACTIVE AND ENGAGING, THE PRESENTATION IS AIMED AT ASSISTING PEOPLE TO CREATE CERTAINTY, GAIN CLARITY ABOUT WHAT NEEDS TO BE ACHIEVED AND INCREASE THEIR CONFIDENCE TO OBTAIN CONSISTENT OUTCOMES IN THEIR CAREER, BUSINESS AND PERSONAL LIFE.

MEANINGFUL ...

Everyone needs to find meaning in what they do and in the role they play. As team members, you need to understand the connection and alignment of what you do in your day-to-day role, the company's strategic objectives and your personal goals. When you identify the personal and professional reasons for achievement, the by-product is engaged and purposeful performance.

MILESTONES ...

Dreams and desires are the foundation, however, it is the clarity that comes from clearly defined milestones that truly transitions intentions into actions. What is measurable becomes maintainable. The clarity of each person's milestones is the only way to measure one's progress and impact. It is through this clarity that personal and professional certainty comes.

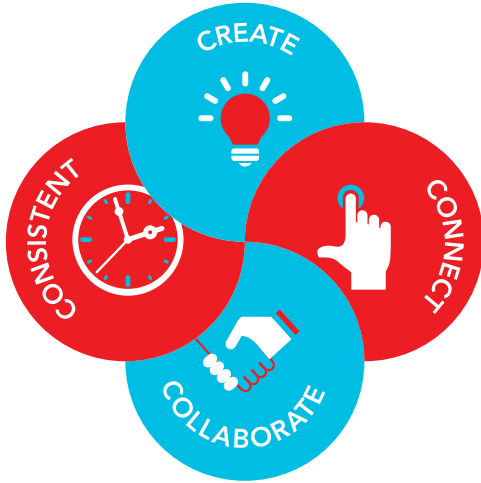
MINDSET ...

Rarely is it a person's ability or capability that stops them from achieving their goals. It is their lack of confidence and belief that becomes the roadblock. Your people can become the living example of a person who is certain, has clarity and believes in their ability to achieve the desired results, both personally and professionally.

MOMENTUM ...

Your people don't need to be motivated, they need to create personal and professional momentum. Taking action, focusing on priorities, managing distractions and working on objectives generate the real progress. The modern team member today needs to master not just what they do, but to do what matters, what makes a difference and what is important.





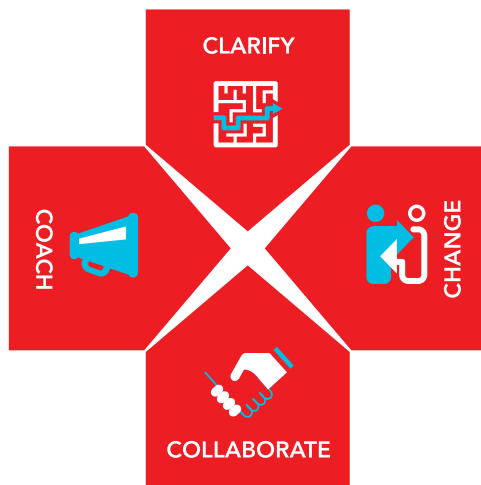
Passionate Customers Presentation

THE MOST EFFECTIVE WAY TO CONNECT WITH YOUR CUSTOMERS IS TO BE COMMITTED TO DELIVERING A WORLD CLASS SERVICE EXPERIENCE. TOO MANY BUSINESSES HAVE CONFUSED MORE COMMUNICATION WITH DELIVERING A GREAT SERVICE. CUSTOMERS ARE INCREASINGLY BETTER EDUCATED, MORE DEMANDING AND HAVE HIGHER EXPECTATIONS.

CUSTOMERS KNOW WHAT IS UNACCEPTABLE, ACCEPTABLE AND EXCEPTIONAL. BUT VERY FEW COMPANIES HAVE ARTICULATED THE DIFFERENCE BETWEEN THESE THREE, WITH EVEN FEWER KNOWING THE SECRET TO CREATING CONNECTIONS.

- Understand what **your unique, visual and emotional service proposition** is with your customers.
- Review **how you can best create your unique point of difference** and value proposition to your key customers.
- Review the **four reasons why** customers don't continue to buy your products.
- Review the **proactive customer service relationship model** and discuss ways to develop a problem solving attitude.
- Review **modern connection techniques** that relate to the five buying motives and the four types of buying demographics.
- Review each step of **your service experience process** in business.
- As a group, your people will **decide on what behaviours and actions are unacceptable, and what standards are not negotiable** within your service delivery unit.
- Develop **enhancements to the customer's service** contact points.
- Review **traditional service versus exceptional service**.
- How to **differentiate yourself in your marketplace** using your services.
- The **before, during, after and forever after parts** of creating a world class customer service experience.
- Explain the **four contact strategy types**—face to face; ear to ear; mailbox to mailbox and screen to screen—to connect with your customers.





Passionate Leaders Presentation

THE OPPORTUNITY FOR EVERY ORGANISATION IS TO CONNECT THE COMPANY **WHY** TO THEIR EMPLOYEES' **WHY**. IN DOING SO, THEIR PEOPLE BECOME ENGAGED AND ENTHUSED, RESULTING IN LEADERS WHO ARE PROACTIVE, PRODUCTIVE, POSITIVE AND PROFESSIONAL.

FOR YOUR LEADERS TO BECOME THE LIVING EXAMPLE OF WHAT YOUR BUSINESS STANDS FOR, THE QUALITIES THAT MAKE YOU GREAT, AND HAVE THE CHARACTERISTICS THAT ARE THE FABRIC OF YOUR COMPANY DNA, WE WILL EXPLORE THESE KEY INSIGHTS AND IDEAS DURING THE PRESENTATION.

- Explanation of **why people are reluctant to change** in their leadership role.
- The eight phases of **coping with and conquering change** in your environment.
- The three elements to make the **transition through a changing environment** successful.
- Review the **key strategies to become proactive** when dealing with change.
- Discuss the nine **key elements to building great teams** and the strategies to work together as one team with a common purpose.
- Defining the **vision, culture and goals you want** for your team.
- How to **have your people working smarter, with greater productivity** as a team.
- How to **improve team interfacing** through enhanced communication.
- Review **what world class service companies do** to create a culture of collaboration.
- Discuss the key characteristics for **keeping a positive work environment**.
- Identify the **elements which affect your work environment and attitude**.
- How to keep yourself fresh to **avoid service fatigue**.
- How to **create a great customer service team** culture by defining your service culture DNA.
- Defining **what you can personally do** to be more collaborative and proactive in your role as a service professional.



The Next Step

To discuss Program or Presentation options for your business, contact Keith personally on one of the following:

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