

Integrity Service[®]

is a comprehensive service skills training course which becomes the framework for a customer focused culture.

Exceptional customer service involves attitudes, values, and beliefs as well as skills.

Simply teaching service skills without addressing the importance of attitudes and motive will seldom, if ever, result in long-term behavior change.

Unique Features

- **Structured Follow-Up** – Ensures accountability for application
- **Engages Managers** – Provides coaching skills and resources
- **Self-Leveling** – Presents concepts that can be applied by everyone
- **Holistic Approach** – Addresses attitudes and skills

Key Implementation Elements Include:

- A pre and post service skills inventory
 - A highly interactive 1/2 day seminar
 - A seven-week structured follow-up course that builds accountability for application
 - Supportive coaching strategies for Managers
 - Reinforcement resources and job aids
 - 6 Performance Accelerator modules
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Implementation Timeline



What People Learn

All Employees

Identify and serve internal and external customers

A six-step communication process

Problem solving/service recovery

How attitudes, motives and values affect service

A simple Behavior Styles® model

Leaders, Managers and Supervisors

Model and coach appropriate behaviors

Create a climate where employees feel appreciated

Support and reward customer-focused behaviors

Resources for ongoing reinforcement

Benefits

Organizations implementing Integrity Service® have enjoyed the following benefits:

- Improved employee engagement
- Better relationships between managers and staff
- Increased customer satisfaction and loyalty
- Enhanced teamwork
- Improved internal communication
- Decreased turnover

Invitation to Experience Integrity Service®

We invite interested organizations to understand the content and philosophy of Integrity Service® through a hands-on experience. Quarterly in Nashville, TN or Scottsdale, AZ, we host a trainer certification experience you may attend without any investment except travel. Call for upcoming seminar dates and a detailed agenda.

“The central issue is never about strategy, structure, culture and systems.

All of these elements, and others, are important, but the core of the matter is always about
changing the behavior of people.”

– John P. Kotter, *The Heart of Change*

For more information contact: