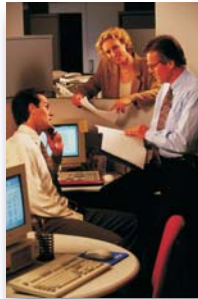


Working with Internal Customers (1 - 2 Days)



Working with Internal Customers introduces key skills and practices for establishing strong positive working relationships with an organizations' internal customers. Based on a blend of proven customer service techniques and core insights into team dynamics, this full-day workshop helps internal service providers better manage and meet expectations, read and react to potential issues, and deal with challenging situations and difficult people. Participants will gain greater confidence in their roles, and will more effectively leverage their expertise to more positive results and relationships.

Outcomes

Participants will:

- Have more positive interactions with internal customers
- Develop stronger, respectful internal relationships
- Create a more positive and productive work environment
- Learn greater anticipation and proactivity
- Experience less internal conflict
- Find better solutions and resolutions to challenges



Who it's for

- Internal service providers
- Operations, human resources, administrative, financial
- Supervisors, managers, team leaders
- Senior executive team

Methodology

- ▶ Instruction
- ▶ Interactive exercises
- ▶ Workbooks
- ▶ Case studies



Key Learning Points

- ✔ Each person's role and influence
- ✔ The building blocks of internal relationships
- ✔ Identifying, managing and meeting expectations
- ✔ Service styles and service expectations
- ✔ Positioning yourself as a positive solution provider
- ✔ Saying "no" without creating conflict
- ✔ The solutions mentality - when 'no' isn't an option
- ✔ Dealing with impossible situations and difficult people

Group Size:	5 - 15 per group
Program Length:	6½ - 13 hours instruction
Program Format:	Interactive workshop
Pre-work:	No



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