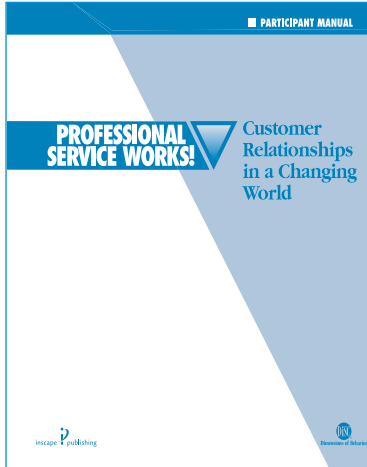


PROFESSIONAL SERVICE WORKS!®



Professional Service Works®

- DiSC®
- Change Management
- Coaching
- Communication
- Customer Service
- Sales
- Diversity
- Leadership
- Management Development
- Teams
- Time Management

IMPROVING CUSTOMER SERVICE THROUGH UNDERSTANDING

Develop the customer service aptitude of your work force with *Professional Service Works!*® This skill-building program uses DiSC® Dimensions of Behavior to help employees develop first-class competencies in meeting the service needs of external and internal customers. *Professional Service Works!* helps professionals focus on customer needs, enhance relationships, and increase satisfaction.

STRENGTHEN YOUR COMMITMENT TO CUSTOMERS

Professional Service Works! can be used as a stand-alone program or as a valuable addition to your current customer service training. Organizations like yours use *Professional Service Works!* to help their customer service professionals:

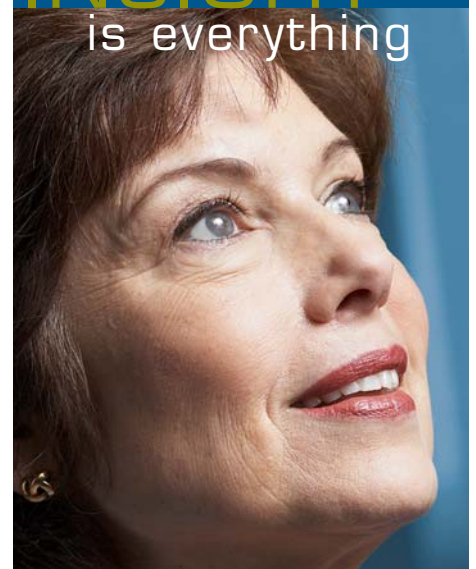
- understand the strengths and weaknesses of their own styles
- create and maintain relationships with customers
- increase customer satisfaction by focusing on needs and solutions
- deliver communication based on the customer's style
- ensure that every customer service opportunity results in a positive experience



INSCAPE PUBLISHING

The power to transform individuals, teams, organizations. Inscape pioneered the original DiSC® learning instrument over three decades ago. Today, we continue to create innovative products and services that inspire, energize, and empower individuals. Available in 21 languages in over 40 countries, our extensively researched, time-tested resources create the opportunity for transformational experiences. We have helped more than 40 million people develop a deeper understanding of themselves and their relationships, discover their full potential, and realize greater success.

INSIGHT
is everything



FLEXIBLE FORMAT ADAPTS TO MEET YOUR NEEDS

Professional Service Works! is a 15-hour program that can be facilitated in either two full days or in separate modules spread over time.

Workshop 1 — Me: Assessing My Style. In Workshop 1, participants:

- identify their personal DiSC® styles
- learn how their style affects their work with customers

Workshop 2 — Customer: Adapting to Their Style. In Workshop 2, participants:

- learn to read their customers' dominant styles
- discover how their customers' styles affect their interactions
- develop plans to work more effectively with all customer styles

Workshop 3 — Professionalism: Delivering Excellent Service. In Workshop 3, participants:

- develop their abilities to act professionally
- learn to maximize customer satisfaction by avoiding unprofessional behaviors
- practice ways to say "no" in a professional manner

Workshop 4 — EASE: Handling Customers' Special Needs. In Workshop 4, participants:

- discover the EASE technique for dealing with clients' needs and problems
- practice methods for handling special customer situations

Workshop 5 — Defusion: Satisfying Upset Customers. In Workshop 5, participants:

- learn how to "welcome" complaints
- discover ways to deal with upset customers
- practice turning difficult situations into positive customer service

