

Customer Service - From The Inside Out

Research shows that “poor” *Customer Service* costs U.S. businesses over \$80B annually. Are the behaviors and attitudes impacting these losses actually “reflections” of how leaders and employees are treating each other internally? External customers don’t care about an organization’s internal issues. But, internal issues can and do have a huge impact on delivering a competitive advantage of excellent external customer experience. Is your business culture safe or dangerous for customers inside and out?

In this session, participants will:

- Rethink accountability for internal customer service and gain ideas to maximize mutual responsibility
- Leverage the three critical “I’s” of employee engagement for improved customer service
- Discover four ways to assess if there is “unconscious conditioning” in how employees are treated internally that impacts external customer service
- Learn and apply ways to maximize “internal” Word of Mouth (WOM) to energize external customers
- Gain checklists for auditing workplace internal customer service effectiveness

IDEAL AUDIENCE: Managers, Directors, Team Leaders and Supervisors – anyone who can influence internal employee experience

FORMAT: Keynote, 75-90 minute breakout or four-hour workshop