

Top 10 at X5

Our Most Popular Workshop Topics and Course Objectives



Effective Communication in Sales and Service

- Review communication models and their key elements.
- Apply personality assessments to develop effective communication skills.
- Investigate different styles for communicating and aspects each employs.
- Establish how tolerance for disagreement affects effective communication.
- Devise strategies to avoid unnecessary conflict.
- Identify common communication filters and their potential impact.
- Analyze how authority shapes communication.
- Adopt tools for effective communication.
- Develop a personal communication action plan.



Enhance Productivity and Time Management

- Assess individual time management styles and differences.
- Understand effective productivity techniques and principles.
- Recognize the causes of procrastination and apply timesaving techniques.
- Utilize the priority matrix in decision-making.



Remarkable Service: Be the Business Everyone's Talking About

- Explore the concepts and benefits of remarkable customer service for your business.
- Work with your team to set remarkable customer service standards in your industry and ensure you are attentive to customer needs and meet their expectations.
- Demonstrate value in all customer engagements and interactions through effective rapport building and follow up techniques.



Productive Habits to Boost Success

- Collaborative discussion on individual goals, challenges and techniques to create positive focus and build team momentum going forward that is sustainable.
- Focus and discussion on individual and team habits.
- Focus on healthy decision-making. (Mentally, physically and emotionally)
- Illustrate need for teamwork and dependence on others to achieve individual and corporate goals.
- Understanding and applying OPA -Outcome-Purpose-Action. (Who do we need to become?)



Creative Problem Solving

- Identify roadblocks that prevent creative thinking.
- Develop creative attitudes and learn to see that all problems have opportunities.
- Rediscover your creative ability.
- Focus and direct creative efforts.
- Overcome criticism and gain acceptance for new ideas.
- Learn creative and effective techniques to recognize and identify problems.

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Skillful Collaboration: Achieve Common Goals

Understand when collaboration is an effective and beneficial approach to a project—and when it isn't.

Establish and communicate expectations to group members to ensure a successful collaboration.

Recognize the inward attitudes and outward behaviors necessary to collaborate well.

Implement communication strategies that foster collaboration and avoid those that hinder it.

Build your network to increase your ability to collaborate.

How to Make Your Team Indispensable

Take ownership of your responsibilities and results.

Take initiative to go above and beyond what is expected of you.

Expand your sphere of influence.

Perform well under pressure.

Adapt to changing situations.

Be someone others want to work with.

Help others improve their performance.



Resolving Conflict at Work

Recognize your network of relationships both internally and externally and your interaction with them.

Positively manage business relationships to avoid unnecessary conflict.

Understand the conflict resolution model and where you fit.

Use effective conflict recovery strategies when conflict occurs.



Influence for Sales and Service

Improve communication skills, including verbal and nonverbal messages, to be more effective with others.

Recognize common barriers to communication.

Understand and use communication styles to tailor your communications.

Develop effective rapport building techniques and build genuine relationships with your internal and external customers.



Developing Emotional Intelligence

Manage your emotions by recognizing how thoughts and emotions are connected.

Improve your self-control by identifying physical cues that indicate your emotions may be taking over.

Discover how emotional intelligence can help you develop more positive relationships at work and a more optimistic outlook.

Learn how to use assertive communication to express your needs and feelings appropriately.

Explore how to use emotional intelligence to bounce back from setbacks.

