



Servicing Your MOST Important Customers Internal Customer Service

Often, the way we treat our customers is an overflow of the way we treat our teammates and how we are treated by the people for whom and with whom we work. Almost all organizations and businesses work to provide great external customer service; but what about our internal customers?

The interaction and communication between team members will set the tone of our workplace atmosphere, and everyone on the team is responsible for cultivating a sense of mutual respect and shared- striving toward the common goals. Doing this will not only make us more productive, it will also make work more enjoyable.

This seminar will focus on:

- The difference in working closely with our teammates and working close by them.
- The factors that hinder internal customer service.
- What our coworkers do that annoys us and what causes them to do that.
- How to avoid causing stress for our internal customers.
- Specific ways to provide a better experience for my internal customers.
- What it means to be in the *PEOPLE* business.
- How important it is to place value on my teammates.
- What value do I bring to my team and my organization?
- The importance of treating coworkers like valued customers.

Randy's training really helped our group to focus on working together as a team and on a strengths based approach to maximizing our value to the mission of our organization.

Bruce Thompson / Executive Director / Helping Hand Home for Children / Austin, TX

Teaching the Essential Elements of Excellence for work and life!