



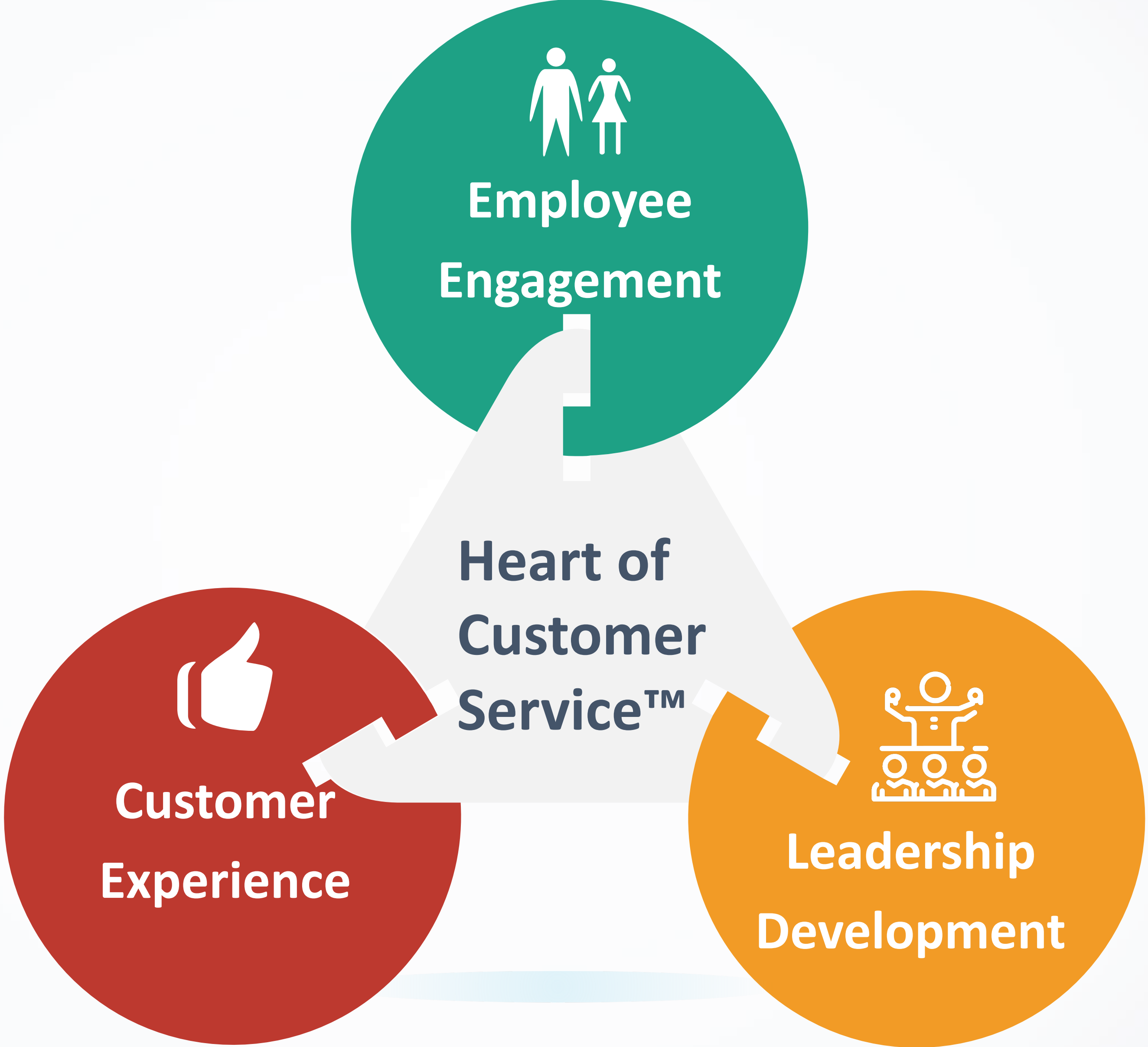
The Heart of
CUSTOMER SERVICE™

Our “Heart of Customer Service™” Initiative

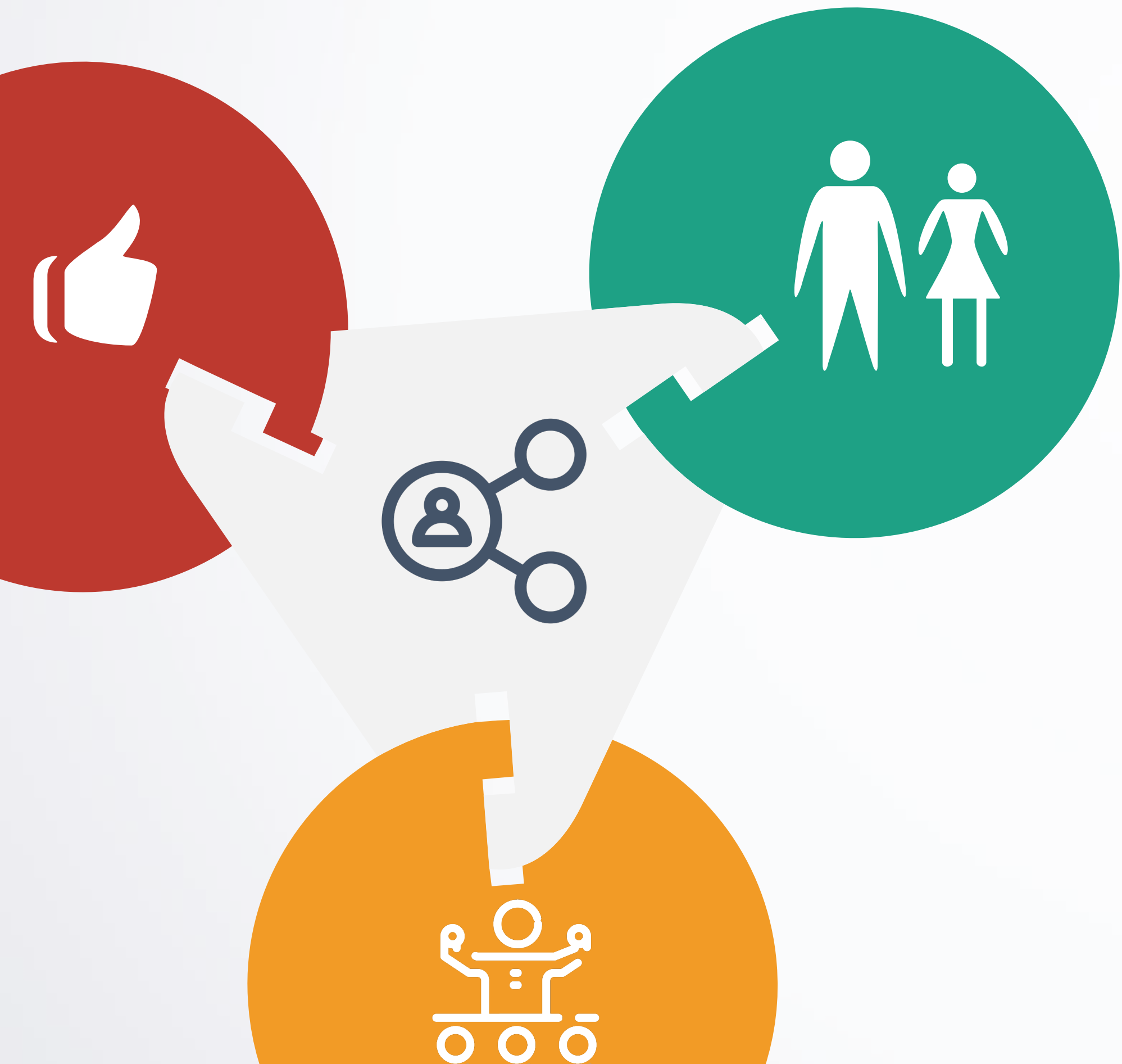
- Our initiative integrates *Meaningful Employee Engagement, Effective Management and Leadership Development and Exceptional Customer Service.*
- A Multi-Part Series based on 5 key elements: **H**ospitality, **E**xpectations, **A**ttitude, **R**ecovery and **T**eamwork.
- Onsite Training for Leadership(85%) and Staff(15%).
- Workgroup-based with specific process improvement applications- **98% of 2023 participants agreed that our activities and workshop approach made it easier to learn.*
- Evolving curriculum, without prerequisite. Our unique approach means that everyone can learn the current curriculum even if this is their first year of training!
- Ongoing, structured and multi-media support for learn deployment throughout the year.
- Our team has over 60 years of Management, Leadership and Training Experience!



The Trinity Approach

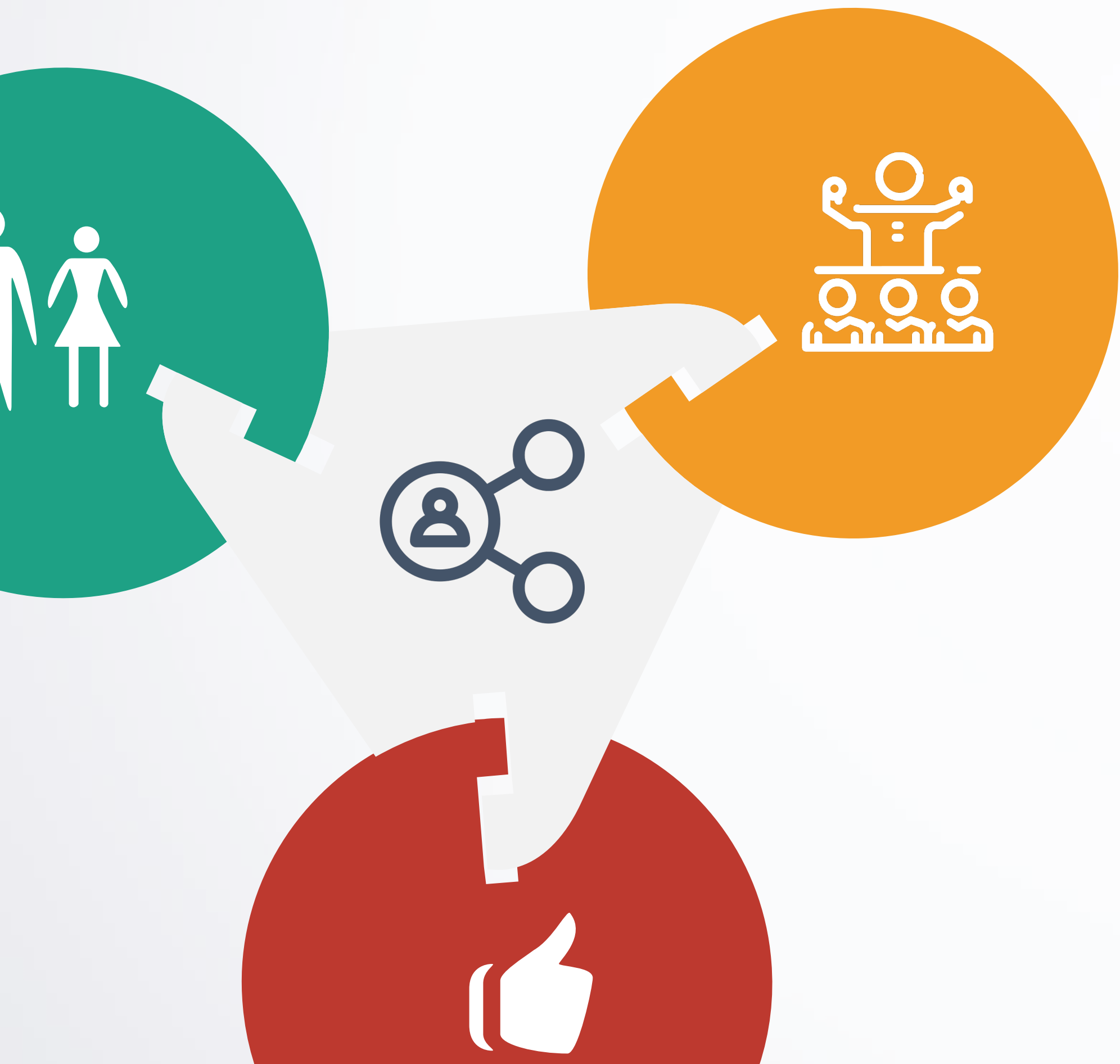


Employee Engagement



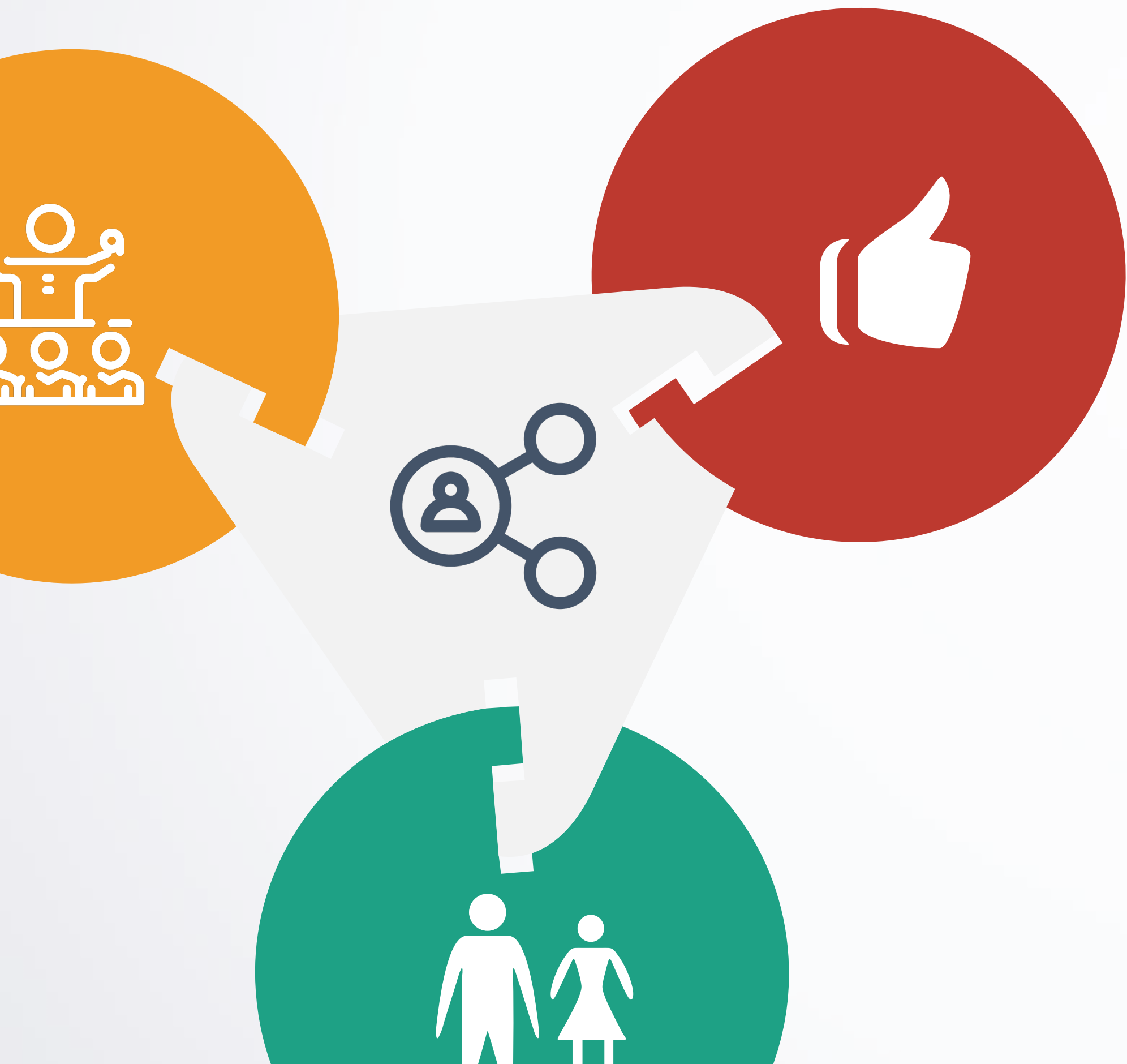
- Leadership has to be intentional to properly “engage” your staff.
- Does your staff/team see and feel your engagement as supportive?
- Help your staff see the value of working for you and your organization versus other options.
- Make the most out of every engagement opportunity because you planned it!

Leadership/Management Development



- Intentional development of your Management/Leadership Team.
- Give the inexperienced leadership team member support and learning on “how” to be a great boss!
- Do you have development plan for your direct reports? Yourself?
- Tools to make managing/leading and accountability easier and more productive and even enjoyable.

Customer Experience



- How your level of engagement impacts the people you support.
- Identify the connection between “engaged employees” and Customer Experience.
- How does your “hospitality” create the culture for a better Customer Experience?
- Measuring the Experience? Then what?

CFO to CEO: “What happens if we spend this money to train them and they leave?”

CEO TO CFO: “WHAT HAPPENS IF WE DON’T AND THEY STAY?”



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