







3 Questions to Ask Yourself

- What do I expect to get from this training?
 - What do I want in life?
- Who can help me get what I want?





My Friend Mark



Mark's Rules

- Be kind to others
- Don't hang around people who do drugs
- Travel where there is a chance to find odd jobs
- Don't be too prideful to take any job offered





What Game Do You Want to Play?





"Playing the game is only enjoyable when you have a chance at winning ...and it's really fun when

you are winning"

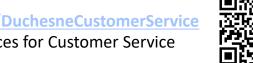




What Was Your **Worst Customer** Service Experience?







How do we make sure your experience doesn't make that list?









The 6 Human Needs

- 1.Certainty
- 2. Uncertainty/Variety
- 3. Significance
- 4.Love/Connection
- 5.Growth
- 6.Contribution





Certainty

Knowledge

Comfort

Predictability

Consistency





Uncertainty

Variety

Surprise

Spice

Problems





Significance

Prestige

Influence

Power

Control





Love & Connection

Relationships

Friends

Family

Significant Others





Growth

Achievement

Progress

Creativity

Accomplishment





Contribution

Compassion

Service

Giving Back

Helping Others





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- 1.Certainty
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Part 2

The Secret to Great Customer Service





Be Fully Present

- Use eye contact
- Put down your phone
- Stop trying to multi-task





Phone Addiction





You reach for your phone the moment you're alone or bored.

1 = Rarely/Never

2 = Sometimes

3 = Often

4 = Constantly/Always





You wake up multiple times at night to check your phone.

1 = Rarely/Never

2 = Sometimes

3 = Often

4 = Constantly/Always





You feel anxious, upset, or short-tempered when you can't get to your phone.

- 1 = Rarely/Never
- 2 = Sometimes
- 3 = Often
- 4 = Constantly/Always





Your phone use has caused you to have an accident or injury.

1 = No

2 = I sometimes bump into things

3 = I have hurt myself or others before

4 = I've caused a serious injury to myself or others





You have spent more time on your phone this year than you did last year.

1 = I'm spending less time

2 = I spend about the same

3 = I don't know

4 = Yes, I'm spending more time





Phone use interferes with your job performance, schoolwork, or relationships.

- 1 = Rarely/Never
- 2 = Sometimes
- 3 = Often
- 4 = Constantly/Always





People in your life are concerned or complain about your phone use patterns.

- 1 = Rarely/Never
- 2 = Sometimes
- 3 = Often
- 4 = Constantly/Always





You struggle anytime you try to limit your phone use.

- 1 = Rarely/Never
- 2 = Sometimes
- 3 = Often
- 4 = Constantly/Always





If you scored 17 or higher, you likely have a moderate to severe phone addiction





Build Relationships of Trust

- Show Genuine Interest
- Smile
- Remember Names
- Be a Good Listener
- Share in their Interest
- Make them feel IMPORTANT





The Listening Game





Game #2 – The Listening Game?

- Name the 6 Human Needs
- What was the hitch-hiker's name?
- What was the free offer given at the first of the training?





The Listening Game (part 2)





Game #2 – The Listening Game?

- 1. Where did they visit?
- 2. Who did they go with on their trip?
- 3. How much did they enjoy their trip?
- 4. What is their name?





Understand the Customer's Needs

- Ask questions
- Be open
- Seek first to understand before trying to be understood





20 Questions "What really bothers you in Customer Service?"







Provide a Solution

- Product knowledge
- Believe in what you sell
- Understand your unique selling proposition





"Know Your Product"





Create Value

What's the balance between your offering and the customer's wants?







The Price is Right





Resolve Concerns

- Don't argue with customers
- Know how to deal with concerns (company policies/standards)
- Never criticize
- If you can make it happen, then make it happen









The Dance Off





Fulfill Your Part of the Agreement

- What is the Customer expectation?
- Don't over promise
- Don't under promise
- Think beyond this interaction, focus on the long-term





The Grand Prize





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Thank You!

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