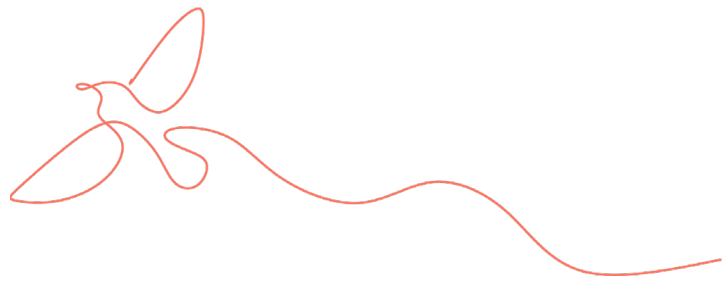


**osaic**

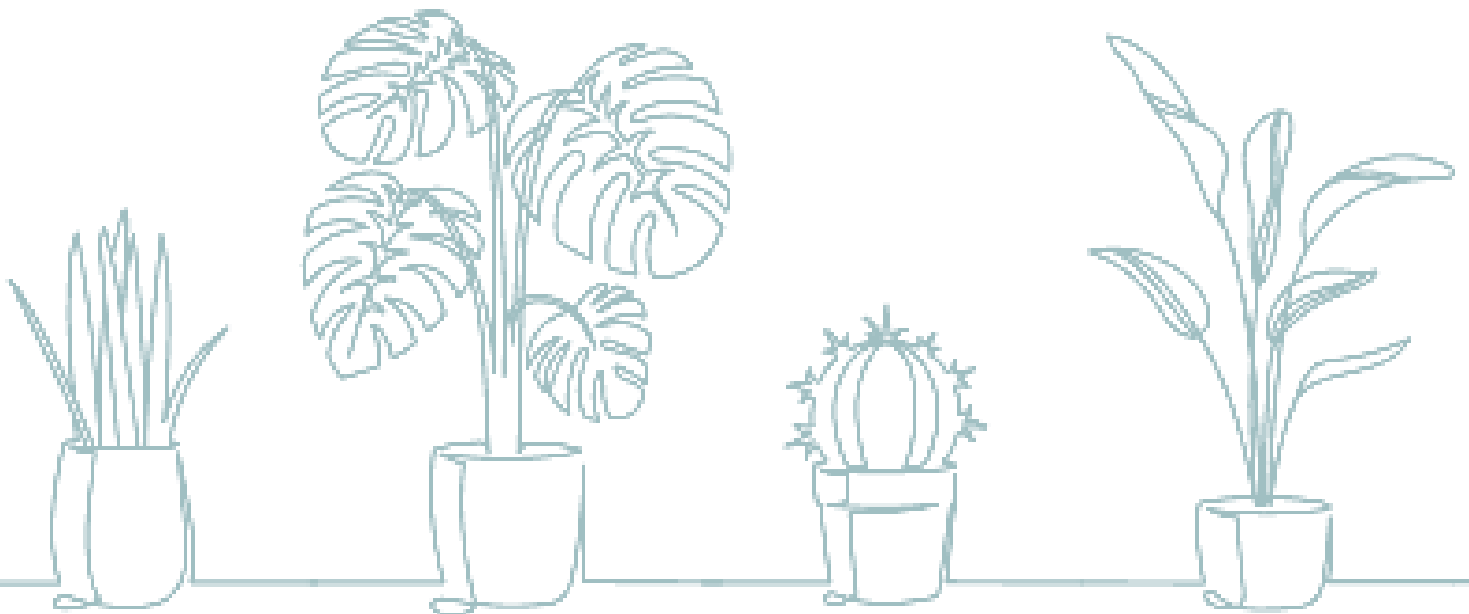
**THRIVE**  
**Customer**  
**Service**

[osaic.com](http://osaic.com)



# Agenda

Introduction .....	02
THRIVE Customer Service .....	03
Trust .....	04
Hearing .....	05
Results .....	06
Innovative .....	07
Value .....	08
Empower .....	09
Wrap Up .....	10



# Objectives

- Introduction of the new THRIVE Customer Service Training
- Identify and connect the principles of THRIVE to internal customers.
- Practicing using THRIVE to empower your team.

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# Values



**Do what's right.  
Always.**



**Show up.  
Every time.**

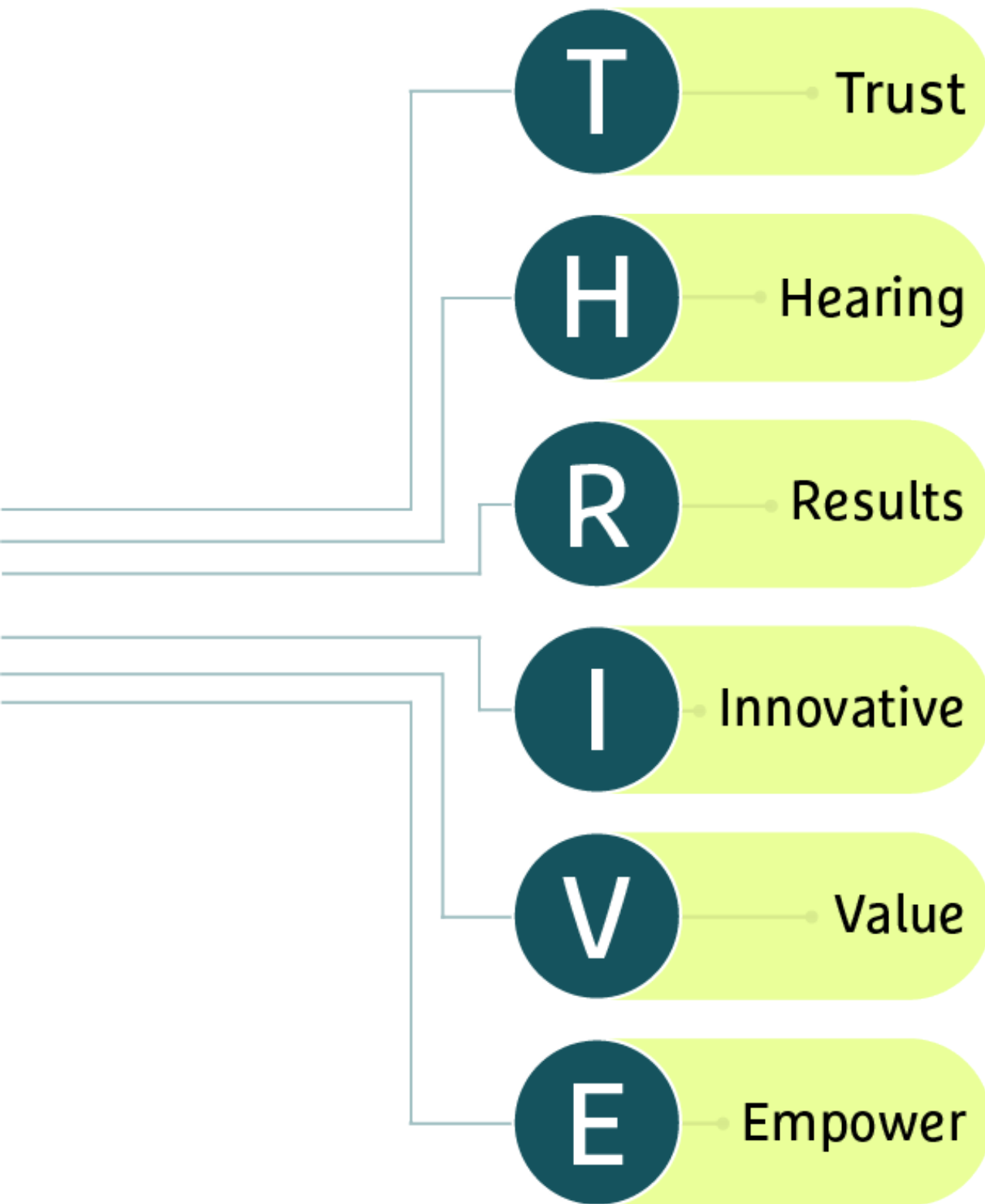


**Think big.  
And small.**



**Work together.  
As one.**

# THRIVE Model of Customer Ser-



# Trust



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## Reflect

How do you rate yourself in being a person your team members can trust?



Poor (1)



Fair (2)



Good (3)



Excellent (4)



# Results

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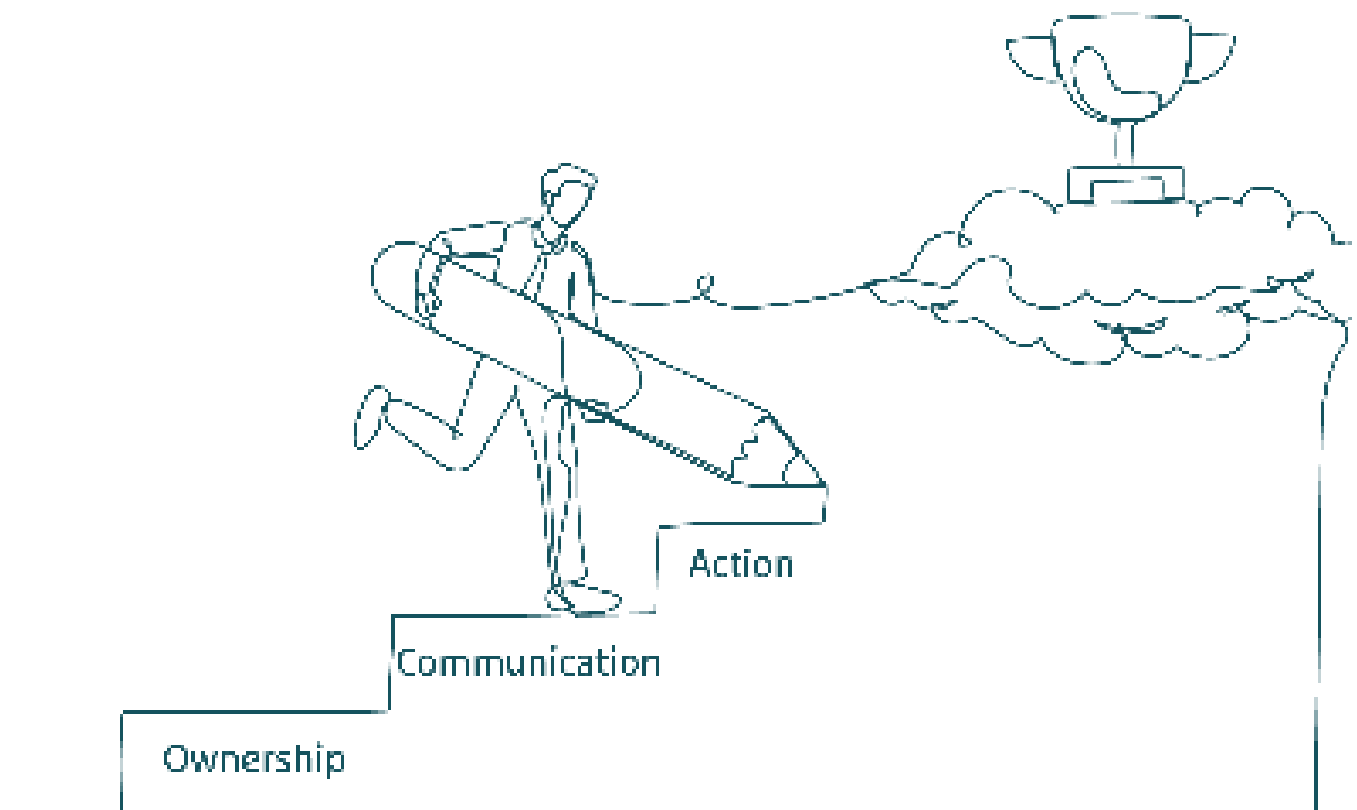
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## Reflect

How do you rate yourself in achieving results?



Poor (1)



Fair (2)



Good (3)



Excellent (4)





# Value

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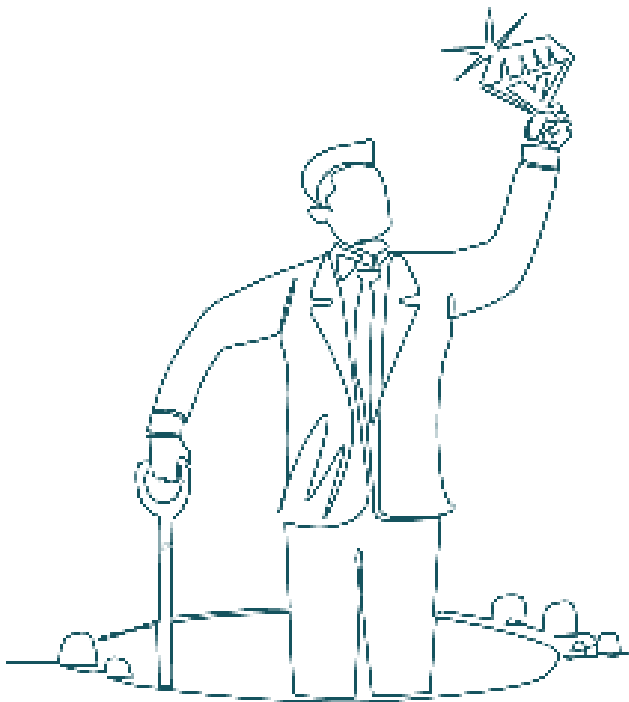
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## Reflect

How do you rate yourself in making sure you make your employees feel valued?



Poor (1)



Fair (2)



Good (3)



Excellent (4)



