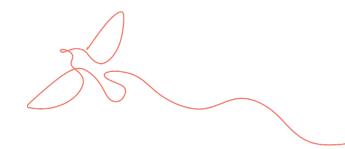
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THRIVE Customer Service



Agenda

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Objectives

Introduction of the new THRIVE Customer Service Training

Practicing using THRIVE to empower your team.

Identify and connect the principles of THRIVE to internal customers.

Values



Do what's right. Always.



Show up. Every time.

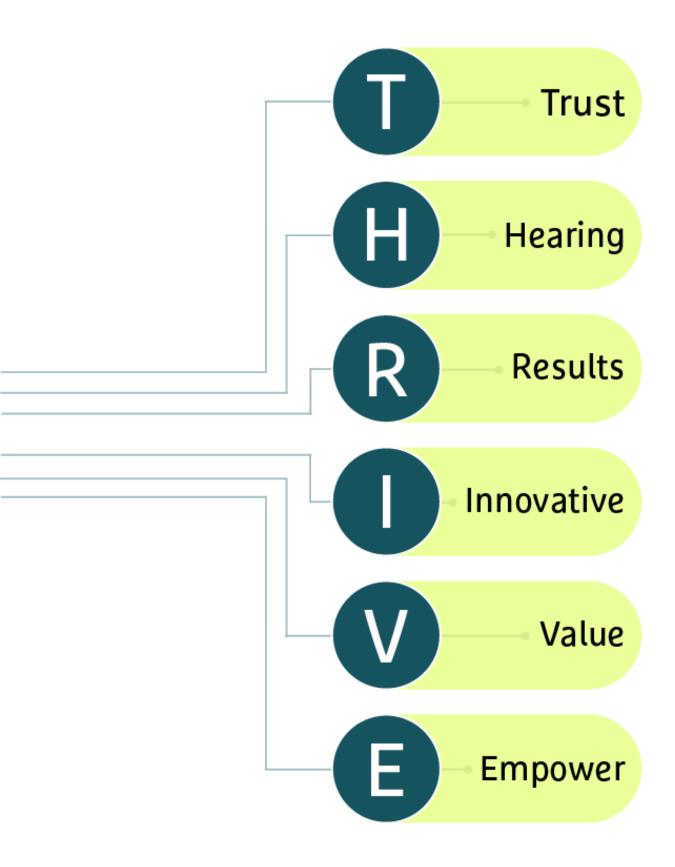


Think big. And small.

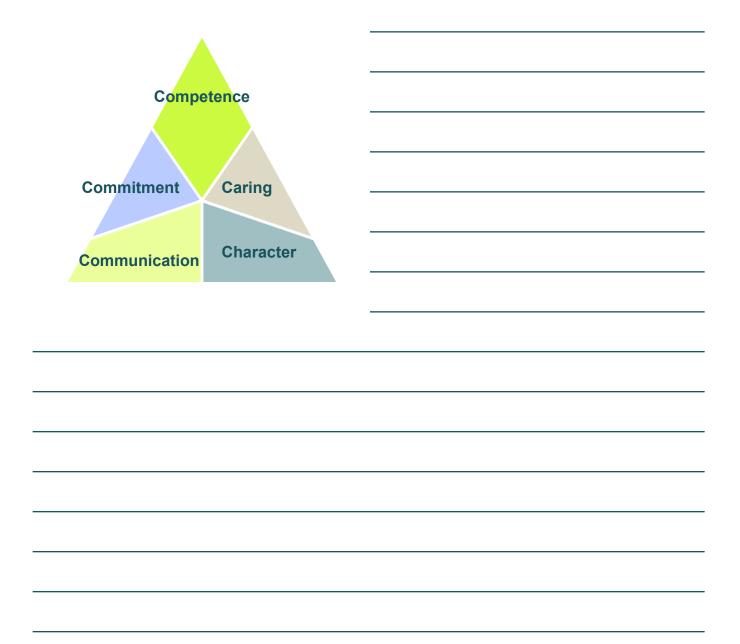


Work together. As one.

THRIVE Model of Customer Ser-



Trust



Reflect

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









Excellent (4)

Hearing

- Avoid distractions.
- · Don't multitask.
- Listen to what their saying.
- Listen to the whole situation & take notes.
- Don't interrupt or finish their sentence.
- Don't make assumptions.



Reflect

How would you rate yourself at hearing and listening?



Poor (1)



Fair (2)

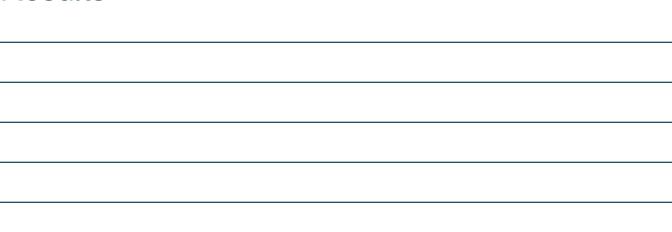


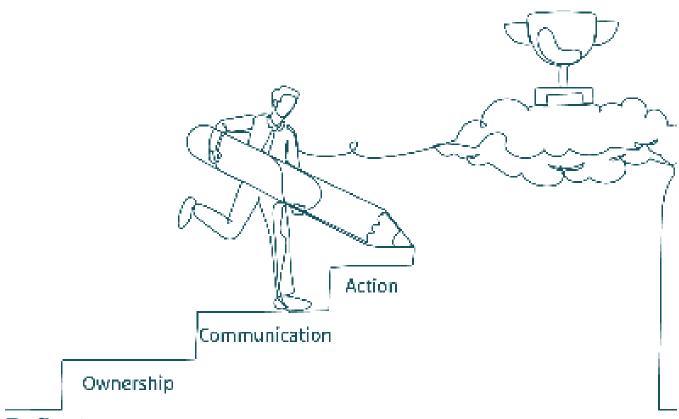
Good (3)



Excellent (4)

Results





Reflect

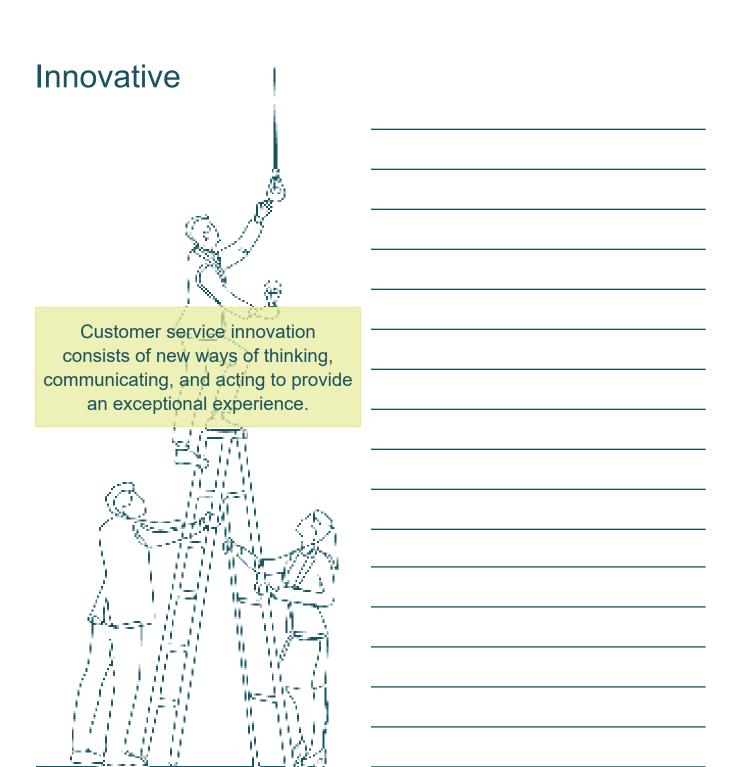
How do you rate yourself in achieving results?











Reflect

How do you rate yourself in being innovative?



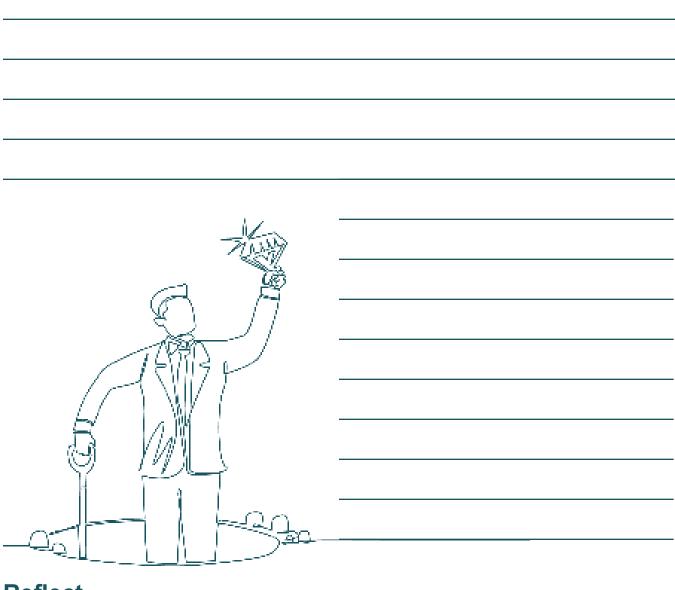






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Value



Reflect

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









Excellent (4)

Empower

"No matter what type of services you provide, creating a high-quality experience for your customers is ultimately what will keep you in business. By helping clients feel truly empowered when they work with you, you can improve satisfaction and retention rates, while also ensuring that you are fully meeting their wants and needs.

When you empower your clients, you will end up making your job easier, because you'll better understand how to serve them. That's going to pay big dividends in the long run."

Forbes : How To Empower Customers (Without Losing Control Of Your Business)						

Reflect

How do you rate yourself when it comes to empowering your team members?



Fair (2)





Poor (1)

Good (3)

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Takeaways		

Reflect

How do you rate yourself when it comes to empowering your team members?







