



CUSTOMER SERVICE WORKS WEBINAR SCHEDULE

Customer Service Works now offers webinars as an alternative to face-to-face presentations. Learn at the comfort of your own desk or boardroom in a cost-effective manner. Webinar pricing is based on a per computer versus per person rate, offering you the option of having a number of employees attend for one low price. Our intent in offering webinars is to provide relevant information you can apply personally, and in your business. These are not sales opportunities for our company, and we will not phone you after the webinar to find out if you would like to use our services.

Minimum Computer Requirements

98 or 2000 with IE 6.0+ browser
XP with IE 6.x, 7.x or Firefox 2.0
Vista with IE 7.x
MAC OS 10.3 with Safari 1.3
MAC OS 104 with Safari 2.0
Solaris 10 with Mozilla Firefox 1.7
No downloads, security parameters or firewall requirements.

How To Register

There is a "to register" link below each of the presentation descriptions. Click on the link and you will be redirected to the registration page. Complete a few short information and registration questions. Upon receipt, Customer Service Works will bill your company for the webinar in the manner that you have chosen (invoice, MasterCard or Visa), and will then confirm your registration. You will receive an email confirmation, which outlines the computer link for the day of the presentation, and a link to try your connection prior to the event. Please keep this information handy. Each presentation will be live, using computer audio. Registrants will receive handouts, emailed in advance (also available on the day of the presentation via a download).

Cost

Each webinar is \$29.85 plus 5% GST CDN.

THEME: LEARN AT WORK WEEK SEPTEMBER 21-25, 2009

Motivating and Inspiring Your Team – September 21, 2009 (12-1 pm MST)

Organizations are increasingly focusing on customer loyalty versus satisfaction. We recognize the importance of retaining our valued external customers, but what about our internal customers...our employees? Staff turnover is an on-going challenge. Focus on how to maximize productivity, commitment and retention with your most valuable assets through a M.O.T.I.V.A.T.E model. Come away with tools and strategies to motivate and inspire!

Make Meetings Matter – September 22, 2009 (9-10 am MST)

How many hours per week do you spend in meetings? How productive are they, and do you walk away feeling they met the objective and were a good use of time? In this hour we will explore a tool to use when developing meeting agendas, and talk through a series of strategies you can use to make meetings matter.



Results Based Coaching – September 23, 2009 (12-1 pm MST)

How can we use coaching to support employee retention, high performance teams, individuals maximizing their strengths, succession planning, and customer satisfaction? Join us in this interactive session where we will explore and practice a C.O.A.C.H. model. Participants will leave with a method and a toolkit to support coaching in the workplace.

CELEBRATE CUSTOMER SERVICE WEEK OCTOBER 5-9, 2009

This week only, webinar pricing is cut in half to celebrate customer service week – only \$14.93 plus 5% GST CDN per connection. Also, the first 10 people to register for each session are FREE.

Results Start With the Heart of a Servant – October 5, 2009 (10-11 am MST)

Have you ever thought of yourself as a servant? To be a servant means we are in the service of another. In our personal relationships, as we provide customer service to others, or in moments or positions of leadership, we are engaged in an act of assistance. In each of these moments we will have results. They may be positive and powerful, neutral, or negative, but they will have an impact. What is the foundation for success? What is the relationship between our thoughts, feelings, and actions? How and what do we need to transform? Be motivated and walk away with practical strategies that answer all of these questions.

Deadly Sins Of Service – October 6, 2009 (12-1 pm MST)

Does your business focus on HOW you do business, or just WHAT you offer? A deadly sin is a behaviour and/or practice executed in how we do business (people, process, performance, technology), which creates a barrier to our customers getting what they want from us. In this interactive session we will explore what drives customers nuts, deadly sins we might inadvertently have in place, and strategies to remove these barriers.

Dealing With the Dilemma of Difficult Customers – October 7, 2009 (10-11 am MST)

We have all dealt at one point or another with the difficult customer. This customer can drain our energy, shift our attitude, and leave us feeling like we have let our company down. In this interactive session, Jayne will work through types of difficult customers, draw connections between behaviour and needs, and provide strategies to take away and apply in your workplace.

Systems of Service: A Model – October 8, 2009 (10-11 am MST)

Customer service is not just one thing we as a business can do and expect to see loyal customers and business results. Service needs to be wound throughout our operational model. In this session we will explore the importance of integrating philosophy, people, processes, technology, and performance.

Satisfied Customers are not Loyal Customers: Building Customer Loyalty – October 8, 2009 (12-1 pm MST)

Are you investing more time and resources attracting or retaining your customers? What kind of story are your customers repeating about your business? Loyalty starts with the experience employees are creating for customers but needs to be supported through an organizational approach. In this hour we will explore the difference between satisfaction and loyalty and provide a series of strategies you can walk away and apply. If you want to provide exceptional versus “extra-ordinary” service and have your customers resign versus resign, this session is for you!



NOVEMBER THEME: PLANNING (BUSINESS & PERSONAL)

Thinking Outside of the Box – November 3, 2009 (12-1 pm MST)

Everyone has a set of parameters, which define choices, patterns of thought, and habits. Discover what lies inside your box and the potential beyond your parameters. Unleash your creativity and incorporate concepts of out-of-the-box thinking to personal and business goals, habits, behaviors, and results.

Thinking Outside of the Box Practical Session – November 17, 2009 (12-1 pm MST)

This session will have a maximum number of registrants and will use a conference call line. Learn different approaches to brainstorming to get yourself or your team thinking more creatively. We will use real problems, goals or situations during this hour as we practice new techniques we hope you will implement right away in your business.

A No Regrets Life: Goal Setting For Success – November 18, 2009 (10-11 am MST)

Goal setting is an important part of seeing progress in our work and personal lives. What happens if you don't set goals, and why do we not always see the achievement of our goals when we do set them? In this hour we will explore a formula for success, understand goal setting as an action to achieve balance, and use one tool to set a personal goal.

DECEMBER THEME: THRIVING/WELLNESS

Being Your Dynamic Self – December 1, 2009 (12-1 pm MST)

How often do you find yourself focusing on your areas of challenge? This session focuses on how to celebrate your strengths and use them to get positive and powerful results, personally and professionally. Walk away with strategies to enhance interpersonal relationships, increase sales, or build client loyalty.

How to Juggle Without Dropping the Balls – December 8, 2009 (12-1 pm MST)

Time is our most valuable, non-renewable resource. So, how do you spend yours? Identify your priorities and a system to enhance balance and wellness in all areas of your life. Learn how to discover strength through stress. Come away with practical tips and strategies to action immediately.

Register on our website at

www.customerserviceworks.com/webinarschedule.asp

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