



"It's what you learn after you know it all that counts."
– John Wooden



Customized with your real-world scenarios & designed to meet your desired outcomes.

Essential Refreshers

COURSE OVERVIEW

Has it been at least 12-18 months since the initial Customer Service Essentials or Sales Essentials course was delivered? If so, ideally it's time to review, refresh and enrich some of the real-time communication skills initially taught in either or both Essentials courses.

In Customer Service Essentials Refresher we take a deeper dive into some of the more challenging communication techniques that are required to provide next level service. In Sales Essentials Refresher we take it to the next level and further explore all that goes into the art of developing a great offer to ensure that the "pitch" is spot on.

These Refresher sessions are highly customized and most effective when clients provide examples of their specific challenges, and if possible also provide recorded calls to use as a "study" for how conversations could have been improved.

Because people learn by doing, this session is all about individual activity, group exercises, role-play and self-reflection. All of this helps to create or reinforce good habits that will help transform every interaction into a positive and successful one.



"Positivity is like a muscle; keep exercising it and it becomes a habit."
– Natalie Massenet



Essential Refreshers

bonfire
TRAINING

LEARNING OUTCOMES

Have the most current best practices

Be able to identify and improve developmental gaps

Have increased sustainability of techniques

Have elevated consistency in service and/or sales standards

Increase retention of skills and techniques



BUSINESS OUTCOMES



Enhanced Best Practices



Increased cohesiveness of company standards



Improved reputation through consistency of service



Decrease in employee turnover

WHO SHOULD ATTEND?

Those who have previously completed a Bonfire Training Essentials course – Customer Service Essentials or Sales Essentials.

PROGRAM FORMAT

Half-to-One-day onsite instructor-led sessions that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials and job aids to support additional learning reinforcement.



Contact us to explore how we can meet your training goals!
info@bonfiretraining.com / 800-888-4893

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