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## Progressive Training

# BE A PEOPLE PERSON

**Training Fee: \$125.00 (plus tax) per person**  
**One Day Training Session**

## Course Objectives

Together, strength, wisdom and confidence are a powerful combination for one to achieve the utmost customer care. In discussions, one will discover how being helpful will lead to success for the customer and oneself. In this session, one will illustrate one's weaknesses in working with people just to solve challenges for excellence in customer care. There are vast prospects in working with people who seek one's assistance for services, questions, challenges and guidance. This session will help with highlighting one's creativity to help solve challenges with customer care humbly. To expound on additional learning, there will be much group discussions and the exchange of best practices.

## Agenda

- Introduction
- The Good and the Bad
- My Strengths
  - Personal
  - Workplace
- Challenges
- The Solvers
- Excellence in Care
- Conclusion
- Adjourn

