

TEAM PROGRAMME

Creating Synergy Through Success

Strong service cultures run on strong teams.

Customers feel it when a team works well together, and they feel it when it does not. This workshop helps departments and cross functional teams define success together, fix what breaks synergy and build the habits that make teamwork natural.

WHO IT'S FOR

Departments and cross functional teams

FORMAT

One day workshop

DELIVERY

In person or live online via Zoom or Teams

Participants will

- ◆ Define success and synergy and their role in a strong service culture
- ◆ Recognize what happens when synergy fails
- ◆ Diagnose common team synergy problems
- ◆ Practise the characteristics that foster teamwork
- ◆ Apply ten practical tips for career success

South Florida

Jamaica

The Caribbean

Live online, anywhere

What we cover

01	Success and synergy	Shared definitions and why they matter to customers.
02	When synergy fails	The real cost of silos and friction.
03	Team synergy problems	Diagnosing what is getting in your team's way.
04	Building positive synergy	The basic fundamentals that create momentum.
05	Team building tenets	Principles high performing teams live by.
06	Characteristics that foster teamwork	Behaviours to practise every day.
07	10 tips for career success	Personal growth that strengthens the whole team.

Every programme includes

Customized content

Your scenarios, service standards and customer language

Participant workbook

A PDF workbook for notes, exercises and action plans

Skill reminder card

A quick reference to keep the skills front of mind

Certificate

A certificate of accomplishment for every participant

YOUR FACILITATOR

50,000+

professionals trained

Since 2009

building service cultures

Yanique Grant

Yanique is a certified Customer Service Trainer with Service Quality Institute and a Training Magazine certified training designer. She has trained more than 50,000 people across Jamaica, the Caribbean, the United States and Africa, serves on the board of the Jamaica Customer Service Association, hosts the podcast *Navigating the Customer Experience* and is the author of *The ABC's of a Fantastic Customer Experience*. Her work is built on the 3 R's: retention, reputation and revenue.

Bring this programme to your team

Book a free 30 minute strategy call and we'll tailor the content, format and timeline to your goals.

Book a strategy call

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