

**PROMISES, PROMISES™**

<p><b>Behavioral Expectations:</b></p>	<p><b>Module Outline:</b></p>
<ul style="list-style-type: none"> <li>• Learn how to communicate effectively within the organization</li> <li>• Understand your role in creating trust amongst team members</li> <li>• Learn the difference between internal and external customer service</li> </ul>	<p><b>Prerequisites: None</b> <b>Schedule: Half Day Session</b></p> <p>“Promises, Promises”™ is an interactive team building session that focuses on <i>Teamwork, Communications, Customer Service and Trust</i>. It encourages people to fix the problem not to blame; to strip down the process to find and eliminate problems that prevent quality; to satisfy the customer’s requirements whether that customer is internal or external; to eliminate non-value added activities in our daily work; to instill pride, to encourage teamwork and create an environment that fosters creativity, innovation and continuous improvement.</p> <p><b>Teamwork: Sharing a Common Vision</b></p> <ul style="list-style-type: none"> <li>• Learn the true meaning of commitment to delivering quality at every level within the organization.</li> <li>• Understand the differences between personal objectives, departmental objectives, and organizational objectives.</li> </ul> <p><b>Internal Customer Service</b></p> <ul style="list-style-type: none"> <li>• Understand what good internal customer service is</li> <li>• Delivering excellent customer service internally affects our external customers in a positive manner</li> </ul> <p><b>Team Communications</b></p> <ul style="list-style-type: none"> <li>• Understand the importance of two-way communication in the workplace</li> <li>• Learn the consequences of not communicating within or outside your team.</li> </ul> <p><b>Trust</b></p> <ul style="list-style-type: none"> <li>• How to foster trust within the organization</li> <li>• Understand what can happen when we don’t trust others in the workplace</li> </ul> <p><b>Key Learning Points:</b></p> <ol style="list-style-type: none"> <li>1. Understand how to effectively communicate to instill trust which fosters teamwork and excellent customer service both internally and externally.</li> <li>2. Learn how to align the needs of the team and the organization to create a common vision.</li> <li>3. Understand the importance of trust in the organization.</li> </ol>