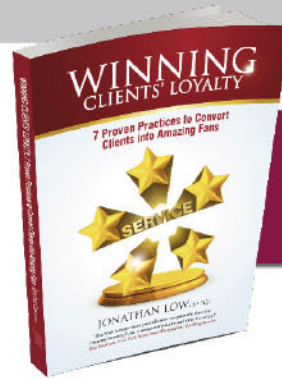




**MEGA**  
TRAINING



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# Winning Clients' Loyalty

## 7 Proven Practices to Convert Clients to Amazing Fans

### Key Benefits of the Workshop:

- **Increase** the personal self-mastery skills in the areas of self-awareness & emotional effectiveness.
- **Create** a climate of extraordinary service experience to various stakeholders (Customers, Employees and Organization) & touch points.
- **Enhance** the influential communication, productivity and teamwork cooperation of individual vis-à-vis team, both written and verbal communication.
- **Obtain** better customer Engagement, Relationship & Connection for higher retention & loyalty to both internal and external customers.
- **Enrich** trust and respect for interpersonal & team success.
- **Cultivate** a service leadership culture that will motivate & empower their team to perform and be engaged in exceeding customer needs.

**BE EXCEPTIONAL**



**Fees \$1349**

Special Rate For Groups

Marriott Hotel,  
**Riyadh, KSA**

**28 -29**  
**May**  
**2014**

# Winning Clients' Loyalty

28 -29 May 2014

Marriott Hotel, Riyadh-KSA

## Workshop Leader



### Jonathan Low CSP PCC (ICF)

Jonathan works with corporations especially in the banking, property, education and hospitality sectors in Asia Pacific and Middle East, to measurably improve their leadership effectiveness and business performance in the areas of service quality, Sales Performance, Leadership Communication and Team Development



## Workshop Outline

### Day One

#### Session I

- Welcome & Introduction
- Baseline and assessment
- Intro to S.E.R.V.I.C.E. Practices
- EQ Mastery for Self Awareness and Emotional Effectiveness
- Recognize your unconscious habits to take actions on auto pilot patterns
- Creating a Climate of Service Excellence Touchpoints
- Critical Conversation Model

#### Session II

- Power in the Language of Positive Communication
- Effective Questioning and Engaged Listening Techniques
- Managing Communication in different forms
- Power of C.O.N.N.E.C.T.
- Relationship Management for an engaged & empowering service experience

### Day Two

#### Session III

- Review & Recap of Day One
- Service Innovation
- Building Trust and Respect
- Understanding the different categories of people in organization
- Self and Social Awareness that leads to higher trust

#### Session IV

- Dealing with difficult conversation and managing conflict
- Cultivating a Service Leadership Culture
- Strategies for building strong teamwork in different stages
- Action Planning & Blue-Printing
- Evaluation & Closing

## Who Should Attend

Managers and Supervisors who want to increase their effectiveness and performance at building and sustaining effective workplace relationship.



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To register click [here](#)

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