



TEAM BUILDING & COMMUNICATION CUSTOMER SERVICE WORKSHOPS

THEY improv: Improv-ing Teams

Success in customer service requires that each and every point of contact with your client within your organization result in a positive experience for your customers. This requires that a wide variety of employees be properly prepared to reflect well upon your organization and instill a confidence in your products and services. **THEY improv** leads the way with corporate workshops designed to improve customer service through enhancing the handling skills of your employees.

Our approach begins with an assessment of the contact points that you have with your clients and providing workshops with the employees that will be exposed to your clients. We're able to adjust the workshops to the individual employee's needs. This allows for the most efficient use of time and to help keep your people focused. Taking this information, and combining it with information obtained during the workshops themselves, **THEY improv** puts together the exercises to best achieve your goals. This all involves handling a variety of skills development.

Developing People Skills

Good customer service begins with simply improving interpersonal skills. One negative experience can reduce the likelihood of a client returning or maintaining a relationship. And this can be from just one employee that the customer associates with your company. Having your employees communicate in a more likable manner makes each contact point a positive experience.

We have a variety of exercises that get your employees to enhance their tone of voice, to reduce the stress of customers, to increase efficiency of speech and to work on presentation skills.

Electronic Communication Training

With new technologies for communication have come whole new varieties of miscommunication. Whether it is an email that is misread, a text that has an inappropriate typo or social media presence that sends the wrong signal, actions must be taken to prevent problems before they become problems.

THEY improv helps employees recognize the problems and pitfalls of all forms of communication.

Internal Communication and Customer Relationship Management

Taking care of customers is a team effort. Everyone who communicates with a client should have access to the information and knowledge of everyone else. After all, clients generally presume that this is the case and repeating information can add to frustration. Additionally, a little extra knowledge or tag teaming clients can help engender trust and can portray an image of a unified company.

THEY improv provides games and exercises that can improve the interconnectedness of your team and help them to feel the trust and reliability of each other.

*Contact **THEY improv** to find out how hiring **THEY improv** is a winning proposition for everyone!
Email **THEY improv** at info@THEYimprov.com or by phone at (866) 219-4386.*