

Is there a murmur in your customer service?
 Does your sales team need a booster shot?
 Is the pulse of your business weak?
 Make plans now to attend our...

Business Wellness Workshops

brought to you by



This workshop series is sure to re-invigorate your business's health; it consists of 4 individual workshops held once a month
 February 2 - PhoneRICH *Register by January 29*
 March 2 - SalesRICH *Register by February 26*
 April 6 - ServiceRICH *Register by April 2*
 May 4 - TeamRICH *Register by April 30*
 The workshops will be held at Sheridan College Main Street
 9:00 am - 12:00 pm



Make your phone make more profits

Is your phone a powerful sales tool? Is it a nuisance or a license to get more business? That is the premise of the **PhoneRICH** workshop, which looks at how you use and work your phones at every point of customer contact in your business.

Some of the topics covered include:

- How to get prospects to commit to buy from you right then and there – on the phone
- How to write powerful sales and service scripts to make price shopping a thing of the past
- How to project a professional image
- How to get your entire team using all 10 telephone performance standards
- How to overcome objections



Get your customers to do your selling for you

True business growth comes from a stable customer base. Yet most businesses don't have systems in place to make sure current customers come back time and time again.

During the **ServiceRICH** workshop, you'll learn:

- How to identify your very best customers and those who are more trouble than they are worth
- Why customer satisfaction is not enough
- Simple yet effective techniques to get customers raving about your business to everyone they meet
- The **ActionCOACH** Ladder of Loyalty
- How to keep your customers returning with more and more money each time
- The most effective way to generate referrals
- How to delight your customers



How to turn your sales force into a profit force

Do you and your team ask the right questions when you're selling? Do you even know what those questions are? Taking a new approach to sales, or establishing the correct approach, can make all the difference in a business that grows and one that struggles along.

During the **SalesRICH** workshop, you and your team will learn:

- Effective conversion techniques, rapport building skills and communication strategies
- How the sales process should flow
- How to sell to the four key personality types
- How to get customers to sell themselves
- How to overcome any objection
- How to set up a sale from the first contact
- How to ask great questions



Turn your current team into a dream team

One of the fastest ways to grow profits in any business is to get everyone working towards a common goal as a committed team. **TeamRICH** focuses on a number of team building areas, all of which can immediately impact your current employee environment. They include:

- The 6 Keys to a winning team
- How to build a supportive and productive culture
- The various working styles of your team
- How to effectively communicate with each other
- How to continually maintain self-respect
- How to deal with internal conflict
- How to work with, and show respect for, each other

Who is ActionCoach?

ActionCOACH is a business education and training organization uniquely qualified to dramatically enhance your business results. Using the tested, proven ActionCOACH systems and a network of over 1,100 business coaches in 23 countries, their certified team of professionals works directly with business owners to identify improvement and development opportunities, then strengthen and build enterprise value through focused consistent application of real world solutions. ActionCOACH has been ranked the World's #1 Business Coaching Firm by Entrepreneur Magazine five years running! Business Coach (and Sheridan local) Rod Trahan is passionate about helping local business owners achieve their business and life goals.



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Business Wellness Workshop Registration



CHAMBER MEMBER REGISTRATION FEE

\$125/workshop for first person from a business

\$75/workshop for each person (after the first) from same business

Non-Member Registration Fee

\$150/workshop for first person from a business

\$100/workshop for each person (after the first) from same business

The business is buying the seat, so you may send one person to all four workshops or a different person to each if you choose.

If your business (member or non-member) chooses to register for all four workshops, you will receive a 10% discount, a coupon to attend Leverage Game Night free (\$50 value) and a Mini Alignment for your business (\$600 value).

Leverage is a board game which is the fastest and most powerful way to learn successful business secrets.

A **Mini Alignment** is a productive hour and a half confidential session with business coach Rod Trahan, designed to uncover hidden potential in your business.

Full Set of Four Workshops

Includes 10% discount, free coupon to Leverage Game Night and free Mini-Alignment

_____ Chamber Member \$450 for first seat

_____ Chamber Member \$270/seat for everyone else from same business

_____ Non-Member \$540 for first seat

_____ Non-Member \$360/seat for everyone else from same business

DEADLINE FOR FULL SET WORKSHOPS IS FRIDAY, JANUARY 29

Individual Workshop

_____ Chamber Member \$125 for first seat

_____ Chamber Member \$75/seat for everyone else from same business

_____ Non-Member \$150 for first seat

_____ Non-Member \$100/seat for everyone else from same business

Workshop & Attendees

_____ PhoneRICH – *Deadline for registration, Friday, January 29*

Attendees: _____

_____ SalesRICH – *Deadline for registration, Friday, February 26*

Attendees: _____

_____ ServiceRICH – *Deadline for registration, Friday, April 2*

Attendees: _____

_____ TeamRICH – *Deadline for registration, Friday, April 30*

Attendees: _____

Payment

Business: _____

Name: _____

Address: _____

E-mail: _____ Phone: _____

Total due _____

Check # _____ (*make payable to the Sheridan County Chamber of Commerce*)

Credit Card (Visa or MasterCard) _____ Exp. _____

Signature _____ Date _____