

Results 4 Business

What do you want more of?



Keri is a dynamic and interactive presenter. Her style is conversational, fun and enlightening. She has been requested to be a keynote speaker, break out session leader, motivational speaker conference presenter, and brought into companies to engage and re-charge workforces.

Workshop or seminar participants' feedback is always favorable and comments received include "good use of time to attend workshops, seminars or breakout sessions lead by Keri". See the "what's in it for the participants" or WIIFM for each topic below.

These are some of her most requested topics:

Title: How to Make a Stronger Communication Connection

Seriously do you get along with everyone you work with? Do people not hear what you thought you said? Communication is almost always listed as one of the biggest challenges in most companies. There are four different behavioral styles in the work place. Social Styles delves into observable behaviors of these four styles and how to get people to HEAR what you really meant. **WIIFM:** When a person's style is recognized; and the choice made to alter our approach with someone, communication improves with them, productivity increases and tension decreases.

Title: Generations in our Work Place and Lives

Ours is a unique time of multi-generations living under one roof, and working together in our offices. While the span of knowledge is vast – the challenges are REAL. WE all think differently, were brought up differently and are motivated differently. **WIIFM:** This conversation sheds some light into the dark corners of why "those people" really bug me and how to manage "them" in the workplaces of today!

Title: The Art of Asking GREAT Questions

Asking questions in a purposeful manner can save time and provide perfect clarity to a discussion. Explore different techniques to asking questions in this workshop. By asking questions more effectively gains the knowledge and insight needed and develop better rapport with others by learning how to show genuine interest. Participants use questions as a tool for enhancing listening and for richer understanding. No one wants to be interrupted; that said it is good to know someone cares about what we are saying. **WIIFM:** Asking questions appropriately allows us to avoid getting trapped in the GAP between what is said, and what we comprehend. Questions also build a stronger connection to information that is shared by allowing the listener to make a personal link to what they hear, and what they understand.

Title: This Executive overview of *The Three Laws of Performance*

(book by Steve Zaffron and Dave Logan will strike a different note with everyone in the group....

the concepts in *The Three Laws of Performance*, a breakthrough program that can help companies rewrite their futures. Situations occur differently to everyone. The language we use keeps us hostage or propels us – and we hold the reins. To create a different future for ourselves, our grip on yesterday has got to go! **WIIFM:** You will think differently after this seminar!

Title: Improving Your Listening Skills

Participants will discover how to balance interaction with silent attention to become an involved listener. While listening can often be about sitting quietly, it is equally important to show interest and invite interaction that is focused on the speaker. This session helps refine the goal of listening by giving the listener a more active role than simply being quiet at all times.

Identify the elements of communication and discover how to balance the goal of interaction with silent attention. Use feedback messages as an effective and simple way to achieve complete understanding. **WIIFM:** As part of good dialogue, feedback presents the speaker with an opportunity to learn how what they have said is being interpreted by

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others.

Title: Likeability, Trust and Allies

When people like you, then you have influence and are able to persuade. In this session, participants determine what it is that makes them likeable and how they can use that to create allies and continue to build trust. **WIIFM:** Determine how to develop influencing strategies is part of this workshop.

Title: Increase the Power of Email Communications

An estimated 147 million people across the country use Email daily and some people report receiving 200 emails each day! This creates an enormous competition for the email you send to be read and understood. This workshop provides valuable tips to use immediately to increase the attention and comprehension of your email audience. **WIIFM:** Improve the writing and formatting of emails to increase the attention and comprehension of the reader

Title: Dealing with Difficult Customers, Behaviors, People and Situations

We all face people who are difficult for us and so many times in those situations, we will walk away wondering what we could have done differently to reach a better outcome. Or, we think some people are just impossible and we can do nothing. In this session, participants recognize what they can do when dealing with difficult people. **WIIFM:** Identify how you can impact people exhibiting difficult behavior. Discover the different types of difficult people and how to respond. Determine what you can do in dealing with difficult people. Look at what you can control and how to impact outcomes.

Title: OOPS! How to Recover from 'Screw Ups with Customers'

Participants explore the importance of service recovery to a business as well as define their role in that recovery process. They will learn how to manage emotions and utilize specific techniques to successfully problem solve during difficult customer interactions.

WIIFM: Determine the importance of your service role in all customer interactions

Title: Elements of Great Conversation

Snapshot: Conversation is an art, and while we communicate more now than ever, there has never been a better time to consider how to build great conversations, in the face of so much digital chatter, quick messaging, and rapid-fire thought delivery. While conversations take place all the time and range from a brief text message to a lengthy discussion, there are elements that make great conversation possible. In this session participants discover Elements of Great Conversation: Ask, Listen, Learn, Offer, Agree, Review, and Close. By interacting with each element of conversation participants identify how to create a dialogue that is complete, productive and quickly engages others without forcing participation.

WIIFM: Recognize the elements that create an effective conversation and effectively engage in productive and well formulated dialogue.

Title: 9 Factors of Trust

People will do business with people they trust. How much do your customers trust you? How much trust is within your organization? Trust is a deal breaker inside your company walls and externally with your customers and prospects. **WIIFM:** Where the effort begins is within – look in the mirror and what do you really see? Lets' explore the working environment and locate a nugget to investigate the level of trust from different perspectives/

Title: The Power of NO!

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We are YES machines and relinquish our personal power by not respecting our OWN boundaries. What's the evidence? WE set boundaries, WE compromise them and WE wonder why we aren't as productive as we should have been? We explore areas of our life that might prove more fruitful if we only gave ourselves permission to say NO. NO is a very powerful word! In fact, most of us don't say it frequently enough, and/or with enough conviction. **WIIFM:** Hmmm, what part of the problem are WE if we are overbooked, exhausted and spread too thin?

Title: Seven Steps to Less Stress

We all have choices, and what we choose directly affects our stress levels. We are daily bombarded with all kinds of news – good to flat-out depressing – and we can choose what we internalize and how we contribute to our stress levels. As leaders in our organizations, we can model better ways to handle stressful times to our co-workers and employees. **WIIFM:** Learn some immediate ways to react differently to your stressors and insights into how to coach your employees to react differently to stressors.

Title: Come in With an Idea and Leave with a Plan

When more of the same is no longer an option, let's transition into a proven planning method. Great ideas left uncaptured – become forgotten thoughts. This informative, introspective look into what you think about and how you can choose the direction of your business by clearly stating your intention. **WIIFM:** We help you sort out what you pay attention to, and what is important. Organize all these details onto One Page and offer suggestions to create accountability measures toward success.

Title: How to Better Serve Today's Customer

Participants will take a holistic view of customer service in today's world. Through individual and group activities, they will analyze their own service attitudes, assess customer styles and learn techniques to improve interactions with the varied types of customers they serve. **WIIFM:** Define "customer service" and determine how to best service today's customers

Title: Improving Interaction Skills with Customers

Participants will analyze three different ways in which today's customer service interactions take place. Techniques for interacting in person, over the phone and in written/electronic form will be identified and practiced using specific skills including how to avoid customer service "red flag" phrases. **WIIFM:** Develop interaction techniques to work more effectively with customers

Title: Toastmasters for Your Organization – Why bother?

Companies need to continually differentiate themselves among their competition. One of the best ways is to invest in your employees; your front line with your clients and in the community. **WIIFM:** Anyone that interacts with your employees forms an impression – not always a good one. Speaking in front of people is the number one fear among people... Toastmasters develops speaking skills from the elementary to the eloquent and strengthens leadership capacity via a simple format. We'd love to bring a brief demo meeting to your association or organization and explain what is in it for the employer to develop their employees comfort and ability to speak well.

Thank you for your inquiry for Keri to be a part of your event, conference or Association meeting.
For a video of Keri in action, please visit <http://results4business.net/speaker/>

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