



Winning Ways to Communicate with Your Customers

"It has become appallingly obvious that our technology has exceeded our humanity"
Albert Einstein

In this fast paced world of the latest and greatest gadget, we are fast losing the art of interpersonal communication. Communication skills are not a given anymore and difficulties in communicating with customers are often due to a lack of skills. This could have a massive impact on your customer retention and employee stress levels. Empower every person at every level in your organisation to communicate more effectively and boast an enviable reputation.



In This Powerful Workshop You Will Discover:

- What makes the difference between an ordinary and extraordinary customer experience
- The power of a positive first impression
- The impact of 3 Vs of communication - Verbal, Vocal and Visual
- How to communicate with a "can do" attitude
- Techniques to communicate effectively with customer focused words and phrases
- Why your internal customers are just as important as your external customers
- The importance of taking ownership and problem solving
- Questioning techniques to steer an enquiry towards quick resolution
- The Art of Active listening

Some of the Many Applications of this Dynamic New Learning Experience are:

- Customer service
- Telephone skills
- Sales
- Conference breakout session
- Professional development day

Duration

Depending on the application it can be run as a one hour, two hour, half day or full day session and combined with any of our other workshops.

Ava Lucanus takes a proven, practical and refreshing approach to helping organisations create exceptional customer experiences that align with their brand promise and generate more business. Drawing upon four decades of knowledge and experience, Ava works with companies Australia wide and is recognized as an authority in her field. Through her company Edge Communication she provides consulting, training and coaching programs for every level within business to fully optimise their relationships.

"Ava Lucanus from Edge Communication has been engaged by our firm to conduct communication workshops on numerous occasions. As a successful and local IT business, Leap Consulting has found her wealth of knowledge and training invaluable. Her professional manner and proven techniques have enabled our staff to not only manage all types of customers but provide confidence in dealing with them. Her highly skilled qualifications help to deliver information in an interesting, relevant and easy to understand manner. She has a very likeable and trustworthy nature and her interactional workshop ideas have been implemented within our organisation with great success".

Zaun Bhana, *Managing Director, Leap Consulting*

Contact Ava on 08 9200 2290 or ava@edgecommunication.com.au