

The Consulting Team

Facilitating Positive Change

Exceptional Customer Service: Putting People First

The Consulting Team's Mission: Facilitating positive change by increasing effectiveness of leaders, teams, and organizations through consulting, coaching, conflict mediation, and training.

Dr. Marilyn Manning, CEO

Partial Client List

Over 100 California Cities,
Special Districts, and Public
Agencies
Arthur J. Gallagher Insurance
California State University
System
California Water Service
Contra Costa County
Kaiser Permanente
Meyer Sound
Minami Tamaki, LLP
Attorneys
National Speakers Association
Pacific Cheese Company
Police Officers Standardized
Training (POST)
San Mateo County Sheriff
State Compensation Insurance
Fund
Stanford University
State of California
Social Security Administration
Synthetic Genomics

Do you have a fun, service-oriented workplace? Does your commitment to exceptional service include both your employees and your customers?

This workshop is designed to help you to maximize customer contact skills, handle upset internal and external customers, effectively manage problem situations, create can-do attitudes, and anticipate and exceed customer needs.

Participants will learn to:

- Cultivate a service and can-do attitude
- Enhance their listening skills
- Communicate effectively with customers
- Control problem situations
- Manage conflict and diffuse angry customers
- Anticipate and exceed customer needs
- Flex their communication style for greater effectiveness
- Handle highly charged, stressful situations

“During my time I have known Marilyn and The Consulting Team, they have distinguished themselves as a conscientious and energetic team. I have enormous respect for their teaching and leadership skills, and have been pleased to work with them on many occasions.”

- Kathy Omaye-Sosnow, VP of Human Resources, Prysm

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