



INSPIRING TRUST AND BUILDING COMMITMENT (ITBC)



Inspiring Trust and Building Commitment (ITBC) presents a system for communicating and influencing based on proven methodologies for building productive relationships with internal customers.

Inspiring Trust and Building Commitment is delivered in a highly involved workshop setting. The program includes a variety of learning strategies including high-impact lectures, group exercises and discussions, videotaped role-plays, structured experiences, and a whole host of other events that create a results-producing and memorable experience.

CREATE AND CAPTURE THE FUTURE

- Increase the productivity between you and your team members to satisfy customer requirements.

ESTABLISH TRUST, CREDIBILITY, AND RAPPORT

- Reduce disagreements and eliminate barriers to success by creating high-trust relationships.

HANDLE RESISTANCE WITH DIPLOMACY

- Influence positive change among team members. Listen and communicate more effectively, resulting in stronger, more durable relationships.

UNDERSTAND YOUR CUSTOMER

- Identify the unique needs, values, and motivations of internal customers and develop strategies to accommodate them.

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RE-ESTABLISH TRUST

- Uncover team member/internal customer expectations effectively.

DISCOVER THE CUSTOMER'S EXPECTATIONS

- Discover the areas of opportunity for creating commitment and alignment around objectives and tactics to achieve and maintain customer satisfaction.

INFLUENCE THE CUSTOMER'S ATTITUDE AND ACTION

- Influence the actions of your peers through interactive, commitment-generating presentations and formal or informal proposals.

NEGOTIATE A FAIR AGREEMENT

- Successfully negotiate fair working agreements. Gain and maintain position with internal customers over the long-term.

INFLUENCE, INSPIRE, INITIATE

- Balance utilization of the discovery and resolution processes. Create an environment where professionals balance the understanding of needs with solutions to quickly and effectively influence and initiate problem resolution.

PERSIST WITH DETERMINATION

- Create strong bonds by being there for your customer. Err on the side of doing too much. Find ways of saying "yes" to the customer.

