

HOLLY STIEL PROGRAM DESCRIPTIONS

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Standards

Holly facilitates a collaborative work session where learners create and document service standards for the company or a business unit or even a city.

Holly believes that sales and service are connected and connects the dots to these concepts throughout the workshop.

Topics Include:

Why Standards are Important

Participants discuss the benefits of having written standards and they answer the important questions:

- What do you want me to do?
- Why do you want me to do it?
- How do you want me to do it?

Organizing Standards

Participants review examples of two methods for organizing standards and discuss the advantages/disadvantages of each method.

Small Group Work Session

Working in small groups, participants create a Never/Always Standards list.

Large Group Work Session

After, each group presents its Never/Always Standards list, Holly facilitates a group discussion to consolidate the lists into a final Never/Always Standards list.