

Custom designed for a Call Center Client



**Serving Those Who  
Serve Our  
Customers**

**MRC**

**Turning opportunities into Cornerstones**



# Learning Path

- Redefine **YOUR** Customer
- Rising above the Checkbox
- Developing Partnerships
- Long-term Agreements
- Exploring New Markets



## Key Takeaway:

*Who is one internal customer you rely on that could use your support?*

*List at least 3 services that you could potential provide...*

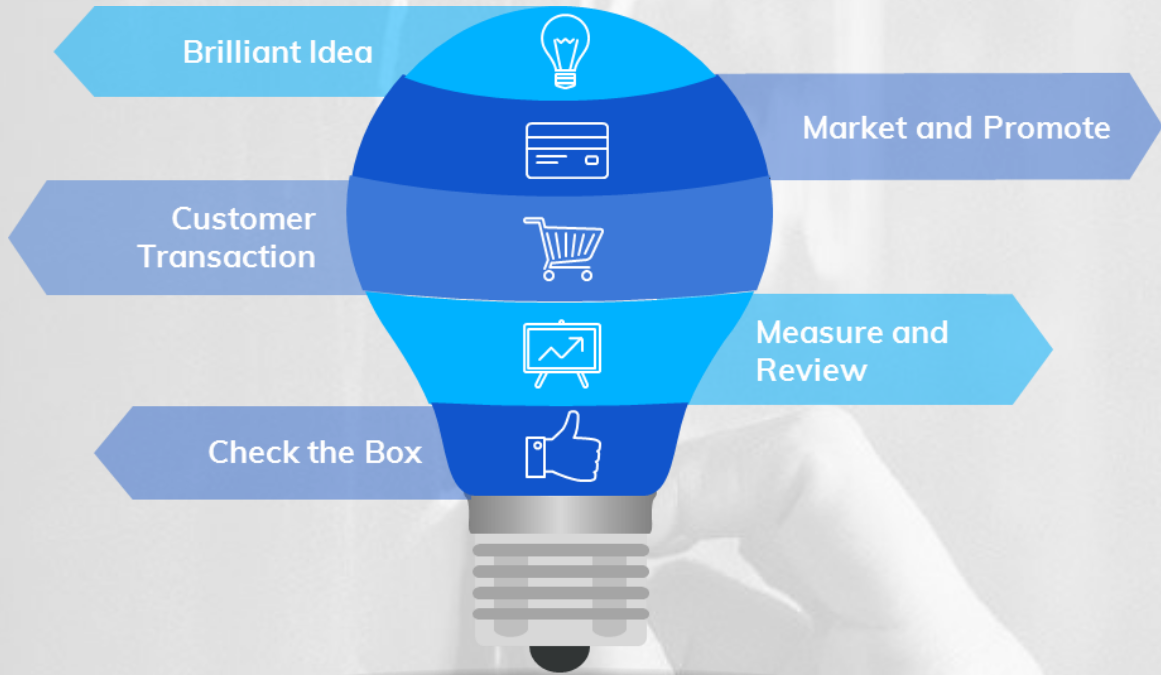
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**Program Overview:** The best supervisors and managers have learned that the key to their success is the success of their people. This session gives a very simple formula to leaders to get the most out of their people: take the tried and true plan, execute, measure, analyze model and apply it to our employees and work processes. We show leaders how to become stronger partners and supportive co-laborers within their teams to ensure the win.



# Defining Those We Serve



	Never	Rarely	Often	Always
1. _____	1	2	3	4
2. _____	1	2	3	4
3. _____	1	2	3	4
<b>Total Score</b>	<input type="text"/>			

# Customer VS. Partner

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