



## *Training Reinforcement* **Boosters**

Elys Brewda of A.C.E. Learning and Performance Solutions has designed a series of “**boosters**” to enhance employee customer service skills, increase productivity, and create customer loyalty. Each booster focuses on one topic that can be practiced, installed, and mastered.

A 1997 study of 31 public-sector managers by Baruch College researchers Gerald Olivero, K. Denise Bane, and Richard E. Kopelman found that a training program alone increased productivity 28 percent, but the addition of follow-up coaching to the training **increased productivity 88 percent**.

### **FAQ**

#### **How often do employees receive a booster?**

One booster is delivered every two weeks.

#### **How many are there?**

This is a one year program providing 25 boosters.

#### **What materials are available for Supervisors/Managers/Leads?**

Facilitation sheets for each topic are assembled in one easy to use guide. The boosters can be used to implement a customer service initiative or as a reinforcement tool after a training delivery.

#### **What support is available for Supervisors/Managers/Leads?**

A 3-hour workshop provides leaders an opportunity to learn how to best utilize the facilitation sheets and maximize employee learning from the bi-weekly boosters.

#### **What are some of the topics included in the boosters?**

- Don't Make Them Wrong
- Managing Emotions
- The Medical Model
- Providing Balanced Service
- How to Say “No”
- Listening Non-defensively
- Point of View
- Dealing with Stress

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Elys is the Executive Director of A.C.E. Learning and Performance Solutions. She supports organizations in their quest for customer loyalty by providing training for service providers and their managers.

Participants in A.C.E. programs learn customer-focused language and behavior. As a result, they become highly skilled leaders and service providers. Our goal is to assist organizations to ace customer interactions and create **Astounding Customer Experiences**.

***How many A.C.E.s will you create today?***