

Customer oriented behavior

Seminar objectives

The participants will

- Get to know the different dimensions of behaviour of the DISC®- personal development profile
- Will understand themselves and others better by a new framework for looking at human behaviour
- Get a new focus of self-understanding and improve their relationships to their customers
- Recognize their behavioural patterns and attitudes
- Improve their colleagues and customer relationship
- Learn to sell more individual and customer-oriented
- Have more efficient dialogs with their colleagues and customers

Contents

- DISC® – Personal Development Profile
- Key Characteristics of the four behaviour dimensions
- Strength and weakness of the characters
- Suggestions for interaction with the different people's DISC®- style
- Sales and Selling Service



Methods

- Lectures
- Group work
- Role-play
- Feedback

Organisation

- Target Groups
 - Administration Service Staff
- Period
 - 1 day