



*Note: Pricing is for an on-site workshop with nominal class size of 15 and includes a workbook and 6-8 customized slides based on data/feedback from your industry and/or company. Workshops in the Piedmont Triad NC area are not subject to travel expenses.

Workshop	Description	On-Site Pricing*
<p>Customer W.O.W. Ask Me How</p>	<p>Delivering exceptional service starts with embracing your brand, getting the basics right and delivering delighters that will turn your customers into your best marketing advocates. Whether you are a FORTUNE 500 company or a small to mid-size business, delivering Customer W.O.W. will bring value to your company, your customers and your employees. This on-site half-day Customer W.O.W. workshop enables participants to:</p> <ul style="list-style-type: none"> • Understand how basic needs and satisfiers form the foundation of W.O.W. • Identify how to use delighters to create an emotional connection with customers • Brainstorm and prioritize a list of “Basic Needs”, “Satisfiers” and “Delighters” • Define a personal W.O.W. goal in terms of Competence, Connection, Service and Solutions • Describe organizational drivers that facilitate a culture of W.O.W. 	<p>\$1199</p>
<p>Continuous Improvement Tools</p>	<p>Keeping up with changing customer expectations requires companies to embrace continuous improvement. Gianna’s 4-hour on-site workshop empowers participants with ordinary continuous improvement tools that can deliver extraordinary results. Participants will learn how to:</p> <ul style="list-style-type: none"> • Create a Line-of-Site Map that identifies Purpose, Destination, Connection and Motive Force for achieving Goals • Apply Brainstorming techniques and how to use Multi-Voting to prioritize inputs • Use 5-Whys to identify the root cause of problems or issues • Identify Motive Force needed to facilitate successful change 	<p>\$1199</p>

Workshop Facilitated by Gianna Clark



Gianna is an accomplished FORTUNE 200 executive and industry recognized transformation leader with proven ability to build top performing teams, achieve sustainable organizational and process changes and deliver Customer W.O.W.

After retiring from the corporate world, Gianna launched Customer W.O.W. to help companies boost their business success by delivering an exceptional customer experience. Her book, **Customer W.O.W. Ask Me How**, is available at AMAZON and Barnes & Noble.

Contact Gianna at Gianna@CustomerWOW.com to schedule your on-site workshop and start your journey to Customer W.O.W.