

Performance-Based Training®

The Pinnacle Method™

The Pinnacle Method is a unique and innovative learning system that leverages our acclaimed Performance-Based Communication Skills® to empower you to clearly and concisely deliver your message with purpose. Through a series of customized, interactive simulations and a detailed focus on delivery, our video intensive training will instantly help you become a more confident, credible and compelling communicator.

Call Center Excellence: Communicate to Accommodate

In this interactive, exercise-driven workshop, participants will learn to mesh professional vocal delivery with proper business telephone etiquette to increase customer satisfaction and create a positive, lasting impression. By focusing on delivering words with intention, participants will be empowered to consistently exceed customers' expectations.

After taking this workshop, participants will be able to:

- Implement the Seven Steps to Excellent Customer Service
- Effectively handle tough questions, objections and callers
- Effectively deliver difficult news
- Control the flow of any telephone conversation
- Ensure voice supports intention
- Sharpen active listening skills
- Improve quality and efficiency of caller interaction

Additional Performance-Based Workshops available

Contact us for details on customized curriculum in these categories and others:

- Performance-Based Communication and Presentation Skills®
- Executive Communication Skills
- Communication Skills for Virtual Environments
- Communication Skills for Customer Service Excellence
- Specialty Communication Skills Training

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