

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.

Servicing the Retail Customer

This exercise-driven workshop is designed for those who interact with customers in the retail environment. Utilizing numerous practical simulations, participants will work to improve customer satisfaction by becoming a more supportive, engaging and friendly communicator. 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
- Consistently exceed customer expectations
- Sharpen active listening skills
- Learn how to “read” the customer
- Overcome tough questions
- Influence the customer with voice and body language
- Improve the quality and efficiency of customer interactions

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

www.pinper.com • 773-572-8616 • info@pinper.com

USA • India • Australasia • Europe • Middle East

