



Create an Exceptional Customer-Focused Culture



Exceptional customer service is not a function; it is a purpose. It all begins with understanding what it means to be truly customer-focused. This shift requires more than just skills; it demands the right attitudes, values, and beliefs as well. And with these come confidence and real behavior change. Your team will be motivated to bring their best to work every day.

MAXIMIZE EVERY CUSTOMER INTERACTION

Integrity Service® is a comprehensive process designed to help people understand what it means to be a truly customer-focused organization. Participants in Integrity Service® are better able to identify and serve internal and external customers, focus on their *job purpose* versus *job function* and understand how attitudes, motives and values influence the perception of service.

Your team will learn:

- How to maintain a customer service attitude that involves understanding expectations, going above and beyond, and being a customer advocate
- Techniques for asking questions and listening to uncover needs and build value
- A practical problem-solving formula to independently understand, empathize with, and face service problems head on
- The value of a positive attitude and a genuine desire to assist customers with current or future needs

Rise up, serve.

A few examples of the impact Integrity Service® delivers for our clients:

Patient satisfaction rankings for a major Medical Center **increased from the 28th to the 78th** percentile of academic medical centers.

Employee **turnover dropped 50%** and **goal achievement increased** from 90% to 103% a 14% increase for a premier non-profit charity.

A leading U.S.-based insurance and financial services company had a **35% increase in overall customer effectiveness** and a **32% increase in service beyond expectation.**

A large regional credit union's membership **satisfaction scores remain between 92% to 95%** over a year after implementation.

INTEGRITY SERVICE®

Hallmarks of Integrity Service®

- **Structured Follow-Up** – Ensures Accountability for Application
- **Engages Managers** – Provides Coaching Skills and Resources
- **Self-Leveling** – Presents Concepts That Can Be Applied by Everyone
- **Holistic Approach** – Addresses Attitudes and Skills

Benefits for Your Organization

- **Creates** a Passion for Serving Customers
- **Greater** Employee Engagement
- **Significant** Top and Bottom Line Revenue Growth
- **Increased** Customer Satisfaction and Loyalty
- **Improved** Teamwork and Communication

MAXIMUM LEARNING ENGAGEMENT FOR SUSTAINED RESULTS

Integrity Service® can be delivered as an in-person workshop or virtually. It includes a 7-week sustainment and accountability program and supportive coaching strategies for managers as well as reinforcement resources and job aids.

“Integrity Solutions is just what we needed for our frontline staff! They have gained the confidence they need to provide excellent customer service. They now realize that sales is service and service is sales! They take pride in their work and think of themselves as problem solvers.”

- Marcy Moser,

Vice President, First Dakota National Bank

INTEGRITY
Solutions

For more information, contact:

Integrity Solutions, LLC
1801 West End Avenue, Suite 530
Nashville, TN 37203
(615) 385 2246 | (800) 646 8347
IntegritySolutions.com

