

Personality Projection & Development (PPD)

First impressions count and never has it been more important than today's service-centric workplace. How we present ourselves to the customers (both internal and external) at the touch points affects our products or services' perceived value. With this current business reality, having a well-developed personality is key in handling impression-heavy business situations.

Whether this is simply putting on the appropriate attire for a planned customer handhold or just a regular office day, personality projection makes or unmakes the company being represented. Its either we add value or subtract from it.

Having a well-developed personality will also prove to be of valuable help on stressful situations such as handling a customer complaint. But a winning personality does wonders in solidifying customer relationships that is essential to customer retention, business success.

Objectives:

1. Introduce to the participant the a personality sketch of 21st century professional
2. Present to the participants a framework that career and family are not adversaries but complementing friends
3. Help the participants develop individual action plans for personality developments.

Agenda:

- Who is the 21st century professional? A character sketch
- Corporate attire – an expression of corporate identity!
- A system's view on working person/family person
- Workshop topics
 - Handling customer complaints
 - Stress Management



Who should attend: Any professional, including but not limited to managers or Supervisors, who has identified that how we present ourselves is a key to business success

Seminar Fee: P8,736 (VAT-inclusive)

Facilitator: Elisier M.Fantillo

Webinar sessions: 2

Dates: TBA - *Recommended for face-to-face in-house/exclusive run, please email jsv@kaizenmgtsys.com*