



every call is a gift

WHO SHOULD PARTICIPATE?

- Call centers
- Customer service teams

WHAT'S IN IT FOR YOU?

- More satisfied customers
- More relaxed employees
- More creative problem solving
- Higher morale
- Stronger internal communication

innovative[™]
interchange
ASSOCIATES

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iiChange.com

Customer satisfaction can be an elusive goal—what satisfies one customer can be far from ideal for another.

And as the company representatives on the other end of the phone or other side of the counter, your employees often are tossed around in a sea of unpredictable expectations.

Every Call is a Gift can help your team navigate the customer service waters more easily.

We help your reps develop the ability to stay objective during emotionally charged interactions and find innovative ways to solve the problems that fall into their laps.

Combining discussion, visual presentations, and exercises based on real customer service experiences, this seminar is packed with useful information. In the end, your customer service team will have concrete tools for getting the most out of each customer interaction.

The multi-session workshop covers such concepts as:

- The intrinsic worth of every individual
- Authentic communication
- Appreciating diverse perspectives
- Using imagination to find possibilities
- Self-coaching
- Choosing how we think and behave

Every Call is a Gift can help you turn what can be a high-stress job into an opportunity to connect with your customers and work together to find satisfaction for everyone.

Contact us today to find out how to get the most out of customer calls.

about innovative interchange

Innovative InterChange is an independent consulting and facilitation company dedicated to helping clients break the cycle of personal stress and organizational mediocrity.

With more than seventy years of research and experience behind us, we design and deliver workshops that teach effective communication, collaboration, appreciation of diverse ideas, creative problem solving, and change management.

We take time to get to know you and your specific goals, and then we create a customized experience—based on the iiChange model—to fit your needs.

dayton region facilitators



Kathy Hollingsworth
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Kathy is dedicated to helping others reach their potential by understanding their worth and using iiChange skills and tools to enrich their lives. Prior to starting Innovative InterChange Inc., she spent twenty-nine years in banking, including several years as president and CEO of National City Bank, Southwest.

Kathy earned a bachelor's degree in geography from Wittenberg University and an MBA from Case Western University



Heather Martin
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Heather has a passion for communicating important, compelling ideas and for helping people see and appreciate the value in diverse points of view. Heather joined Innovative InterChange Inc. in January 2007 after nearly seventeen years as a professional journalist, including three and a half years as publisher of the Dayton Business Journal.

She has a bachelor's degree in English from Wittenberg University and a master's degree from Northwestern University's Medill School of Journalism.



Steve Haber
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Steve has thirty years of award-winning architecture and engineering experience and has led a personal growth seminar for Life Success Seminars in Cincinnati since 1995. He has a reputation for identifying the steps for personal and professional growth; he is compassionate and has a highly intuitive ability to assist in breaking through the fears and barriers that often sideline individual and organizational goals.

Steve is a registered architect in several states and an NCARB certificate holder. He earned his bachelor's degree in architecture and his Professional Practice Certificate from the University of Cincinnati.