



The 10¢ Decision:

How small change pays off big
with

LAURIE | GUEST CSP, CPAE

LaurieGuest.com

ADAPTING TO UNPRECEDENTED TIMES



The background of the slide features a vibrant, multi-colored powder explosion. The colors include shades of purple, pink, blue, green, and yellow, creating a dynamic and energetic visual. The powder is concentrated in the upper and lower portions of the slide, with a white horizontal band in the center containing the text.

Business Trends in a Post-pandemic era



- Transparent
- Automated
- Human connection



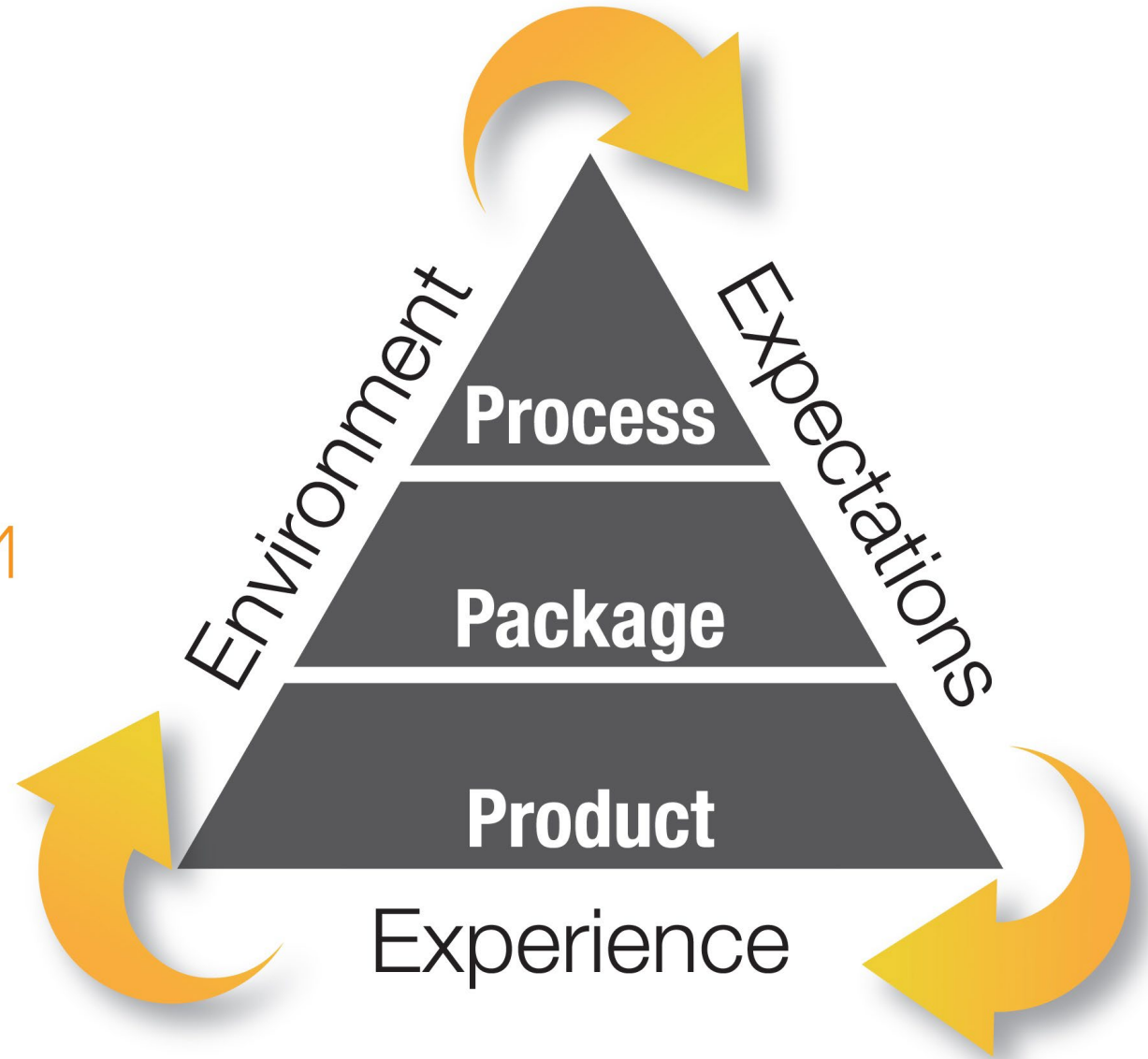
Today's 60 Minute Coin Flip...

- 6 Steps to Achieving an Extraordinary Guest Encounter
- Formula for Influential Communication
- 3 Common Sense Reminders that aren't commonly found
- Bonus: Vault of resources for post-event training

[illegible]

ExtraOrdinary

THE GE SYSTEM

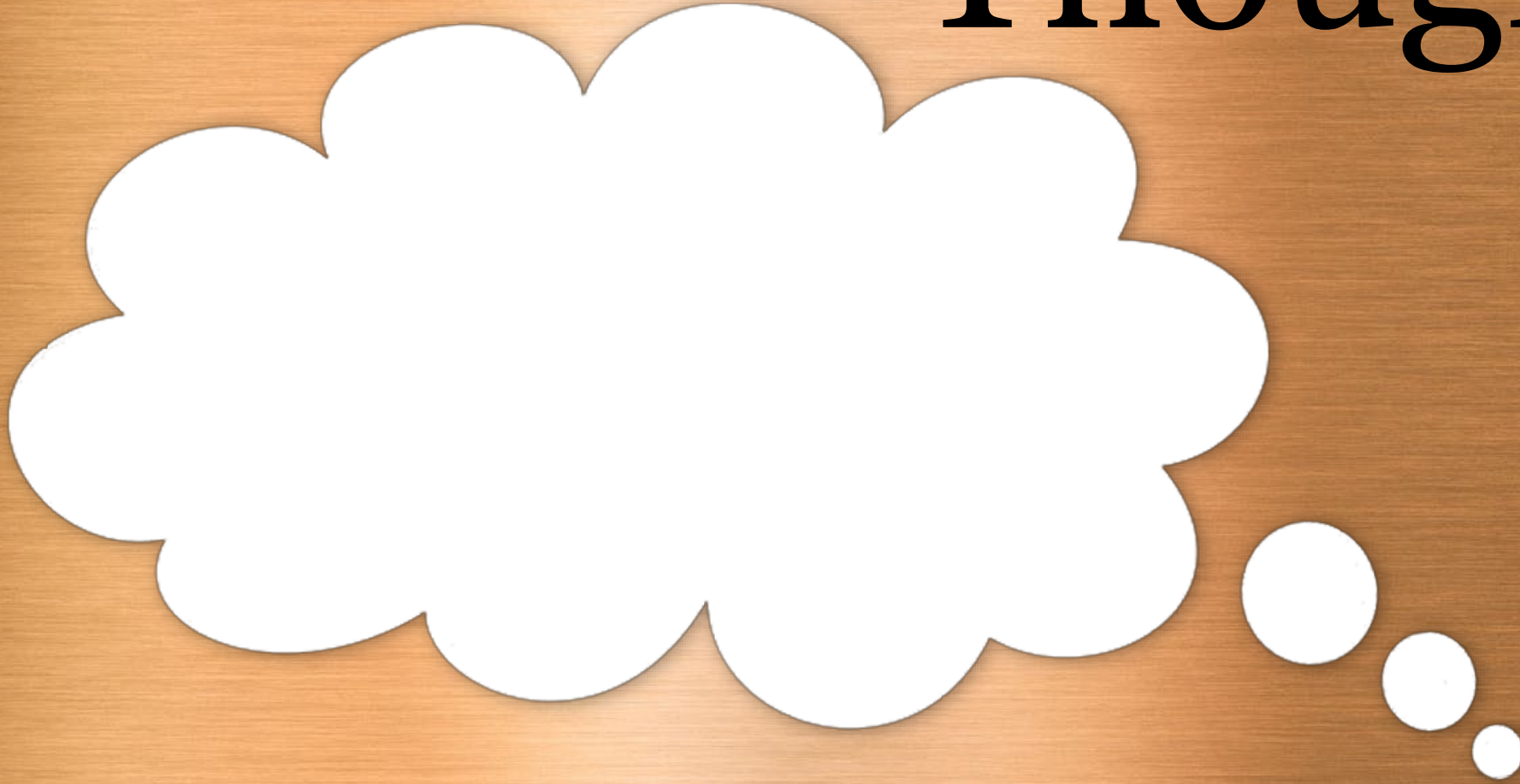




Thoughts + Presence + Words

Influential Communication

Thoughts



Presence



Silent Signals





Words. Tone . Pace

4 TABOO

Words & Phrases

Breakout!

~~Busy~~

Dr. Ross is currently with a patient, is there something I can help with?

~~Wait~~

If you would like to relax here,
we will call you back when your exam
room is available.

Actually,
~~No.~~

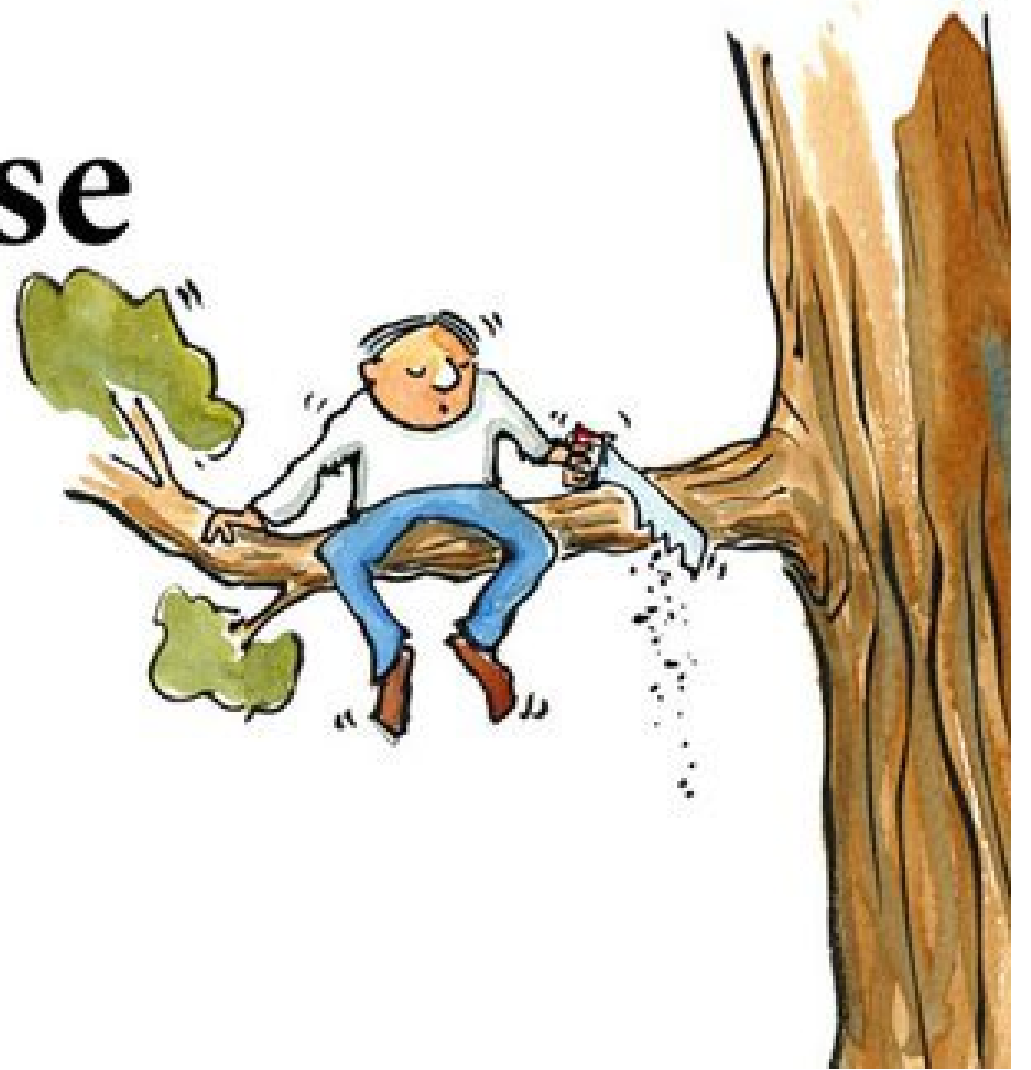
~~Sorry.~~





**Common sense
is not so
COMMON.**

- Voltaire



5 Influences of Common Sense

- Environment in which you were raised during formative years
- Generation in which you were born
- Core personality – extrovert, introvert, ambivert
- Service behaviors of those you used to work with
- Example set of those you work with today



Action Steps

A theater stage with red curtains. The curtains are pulled back, revealing a dark blue stage background. A spotlight shines on the center of the stage. The foreground shows rows of empty black seats.

Showtime!

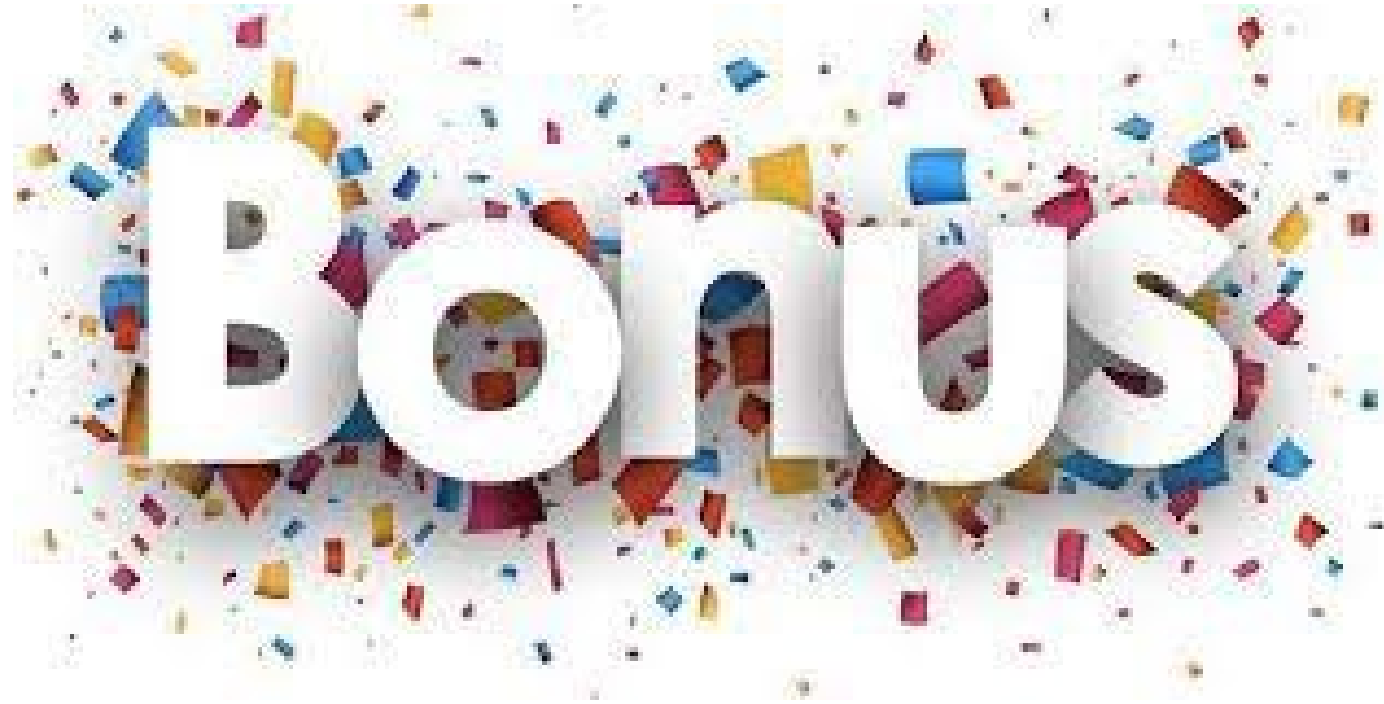
**Go time,
All the time...**

Anticipation of Needs





How to stay in touch, plus a bonus tip (vault)!



PERFORMANCE MEASURES



Virtual Customer Service Training Series



2 High-Impact Models

60 Video Segments

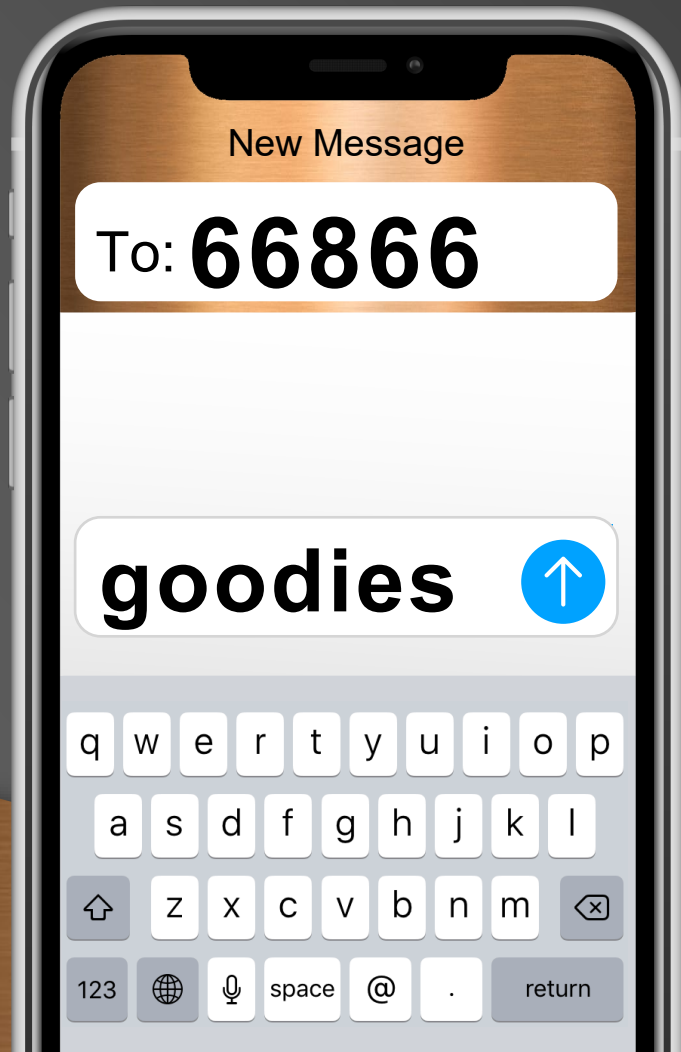
30 Experts sharing their expertise



*Full curriculum for leaders
with group discussion
questions and articles for
every segment*

LAURIE | GUEST, CSP

Text to get Goodies:



- Big 7 of Service
- It's Showtime!
- Is My Body Language Showing?
- Scripting for Superior Communication
- Dealing with the Angry Person
- Level up your Thank You's

Vault





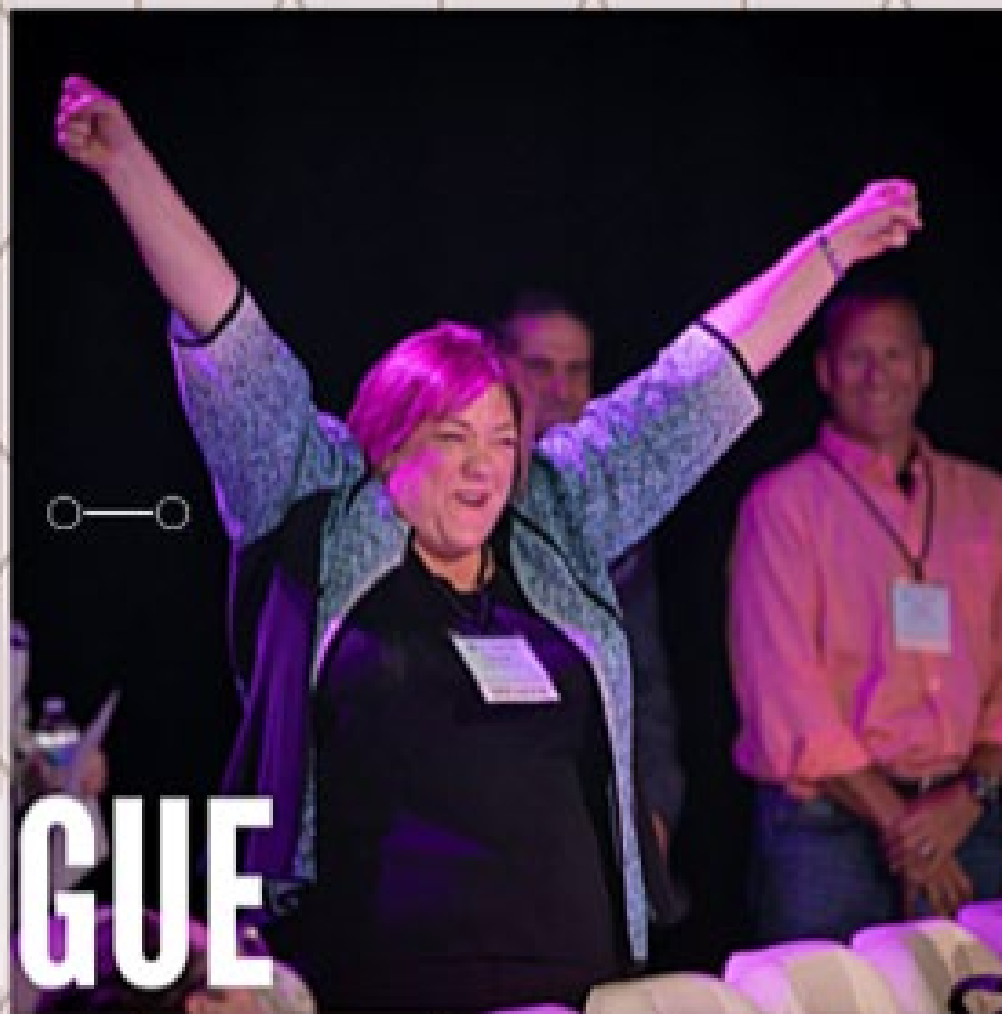
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Burst

OUT OF

SERVICE FATIGUE



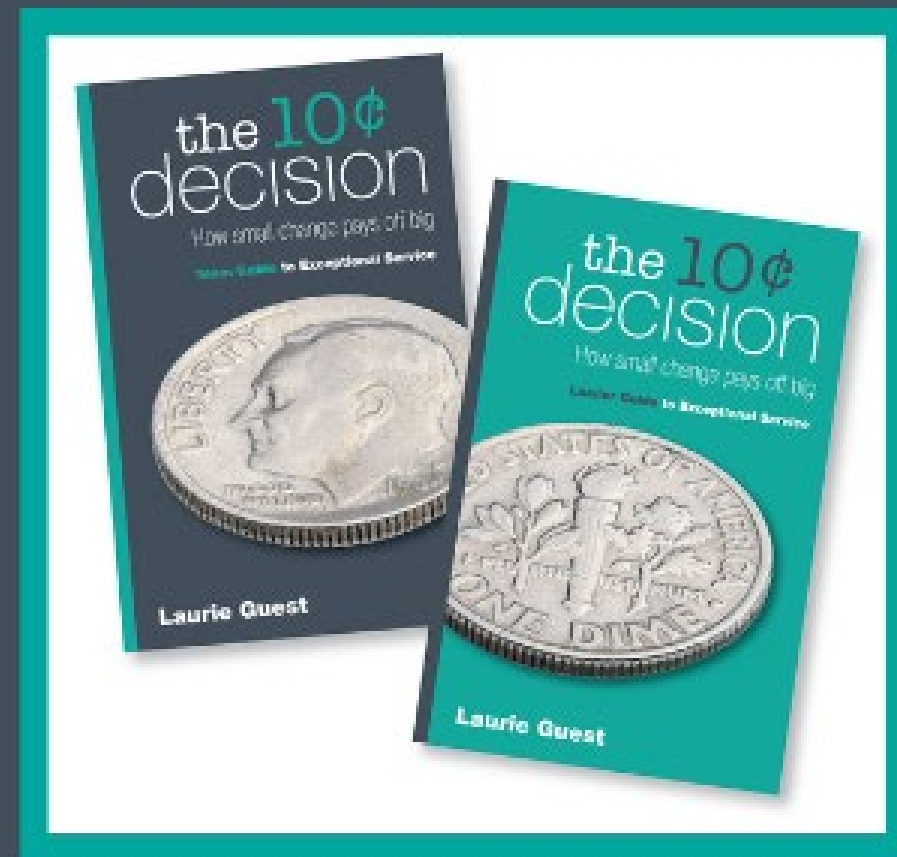
the 10¢ decision

How small change pays off big

For teams. For leaders.

A new book by Laurie Guest

Two books
in one!



Attendee discount code: **DIME**

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