

OUT FRONT AND ON TOP (You Are the Organization)

“**Out Front and On Top**” is a workshop designed as a refresher of some of the courtesies that you, as an “out-front” representative want to communicate to the “customer”. Showing consideration, willingness to help, and competence are key elements that all add up to “professionalism”. Because you are a primary connection between the “customer” and the organization, you and your effectiveness are of critical importance to the organization.

Kathy will help you to:

- + Focus on First impressions: What Do We Want to Communicate?
How We Communicate a Professional Image!
- + Identify Individual Strengths: What’s Good About You!
Make Positive Self-Statements
- + **Give and Receive Instructions to Make Sure They Are Understood**
- + Recall that **It’s All In How You Say It!**
How Your Body Says, “I’m On Your Side”
Words That Say, “We’re In This Together. I Want to Help and I Can Help”
- + **Just Say It ... In the Positive!**
Reframe What You Say ... for More Positive Results!
Make A Positive Connection for Greater Cooperation from Others
Change Your “**Don’t**” Phrases to “**Do**”
Whatever You Are Going to Say, There Is **Always** Another
Way to Say It!
Bring Back Some of the Thrill to the Same Old Job
The Olympic Table-Setting Story

Receive Your Own Standing Ovation!

“Nothing short of wonderful! Kathy is a fireball and energizing; the best speaker I’ve ever heard! I’ve been to training with Kathy that involved 25 and also 250 people. She is very interactive with a large group.”

Linda Black
Central Carolina Bank, Lexington, NC

“You are such a good speaker that you inspired me to do something I have been putting off. Just wanted to let you know that you are appreciated and deserve a ‘standing ovation’”!

Janet Horton
Island Jack’s Travel Company