

DAVE ANDERSON'S
LearnToLead
ELITE CENTER

How to Become a
League of Your Own
CUSTOMER EXPERIENCE WORKSHOP



Held at the new
LearnToLead *Elite Center*
near Los Angeles, CA!

June 7, 2018

Investment: \$795 per person

- Breakfast, lunch and snacks for the day
- Intensive course workbook
- Follow through coaching after the workshop

**Does not include transportation or lodging costs.*

Located in Agoura Hills, CA, just 35 miles north of Los Angeles and 15 miles east of Malibu.

Strategies to teach **every associate** in your organization to create **“wow” customer experiences** that build you into a **League of Your Own** company in your marketplace!

“For the past five years I’ve conducted private in-house workshops for clients teaching them principles to become elite in their market by creating a unique culture that results in extreme differentiation in the customer experience. For only the first time, I’m teaching the one-day How to Become a League of Your Own workshop publicly!”



Dave Anderson is an international speaker and trainer and the president of LearnToLead, a sales and leadership training company. He is the author of 14 books, including *Unstoppable*, *It's Not Rocket Science*, *If You Don't Make Waves You'll Drown*, *How to Deal with Difficult Customers*, *The TKO Business Series*, and the *By THE BOOK* series. He offers hundreds of free training articles and other resources through his website, LearnToLead.com. **Follow Dave on Twitter @DaveAnderson100.**

**REGISTER YOUR
TEAM NOW!**

818-735-9503

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LearnToLead.com/Events

DAVE ANDERSON'S
LearnToLead[®]
ELITE CENTER

How to Become a *League of Your Own* CUSTOMER EXPERIENCE WORKSHOP



In this *Elite* workshop, you'll do the following:

- Develop a team mindset to pursue daily "wow's" from customers.
- Learn how to build a culture that supports *League of Your Own* customer experiences.
- Learn how to create improved employee experiences, so your team is enabled to deliver outstanding customer experiences.
- Learn how to create experiential standards for all aspects of the customer experience.
- Learn the central strategy that allows you to earn twice the repeat business and three-times the referrals.
- Learn how to evaluate and improve each customer touch point that influences customer experiences.
- Learn collaborative phraseology to disarm difficult customers.

- **Four-week video course** follow up to reinforce and assist application.
- **Breakout sessions in private rooms** to work on course material and prepare action plans for returning to your organization.
- **Class interaction and idea-sharing** to glean best practices from the industry's biggest and brightest.
- **Times:** 9:00am-4:00pm
- **Limited class size.**
- **Investment:**
\$795 per person



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