

DAVE ANDERSON'S
LearnToLead[®]
ELITE CENTER

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



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

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!

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

- Instill a team mindset to pursue daily "WOW'S" from customers.
- Learn how to build a culture that supports "WOW" customer experiences.
- Learn how to create improved employee experiences, so your team is enabled to deliver outstanding customer experiences.
- Learn how to create "WOW" performance standards for all aspects of the customer experience.
- Learn the customer experience 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.

June 11, 2019

Time: 9:00AM - 4:00PM

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.

- 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.
- **Limited seating available to facilitate class interaction and idea-sharing.** Glean best practices from the industry's biggest and brightest.



Dave Anderson, "Mr. Accountability," is a leading international speaker on personal and corporate performance improvement. The author of 14 books and host of the wildly popular podcast, The Game Changer Life, Dave's message has impacted leaders in nearly 70 nations. His "in-the-trenches" background of starting and running world class businesses, coupled with his relatable non-academic approach, creates an unmatched connection that resonates with audiences and moves them to action. **Follow Dave on Twitter @DaveAnderson100.**

**REGISTER YOUR
TEAM NOW!**

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