

VPU-010

Profiting From People Skills

Professional Business Management Seminar

Highlights:

Profiting from People Skills provides step-by-step actions to improve relationships with customers, employees, insurance representatives, and vendors. This seminar explores the differences in personalities and how to better understand and utilize individual employee strengths to increase sales and reduce costs. Participants will learn better communication skills, delegating effectively, handling difficult situations and making a commitment to ongoing self-improvement.

Who Should Attend:

Collision Center Managers, Damage Writers, Customer Service Representatives, Management, Support Staff, Technicians, Production Managers and Coordinators

Key Points:

- Effectively deal with people
 - Understand personality types
 - Establish trust
 - See the value of differences
 - Develop and communicate objectives
 - Identify and meet the needs of others
- Commit to ongoing self-improvement
 - Develop communication skills
 - Delegate—then step aside
 - Handle difficult situations
 - Improve business relationships

Learning Objectives:

Upon successful completion, participants should be able to:

1. Understand the value in improving interactions and relationships with people.
2. Recognize the importance of personality differences.
3. Change personal behaviors in order to inspire others.
4. Improve business relationships with vendors, insurance representatives, customers and employees.

