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One Team – One Brand

Leadership essentials for creating the ultimate employee environment

This is where it all comes together! Great branding comes from turning typical customers into loyal, lifelong evangelists. Customers are transformed into evangelists by delivering unique, emotional, one of a kind, unexpected customer service. But make no mistake - great customer service starts from the inside, and **ultimately starts at the top.**

In this powerful, interactive program, leaders will better understand how to effectively communicate, motivate and empower their people to work together toward one common goal – a goal that they not only understand, but whole heartedly believe in.

Everything from water cooler conversations to staff meetings to email communications to phone tree hell to customer relations begins and ends with effective management and team building skills. Some managers have it, most do not. It's not a matter of intellect or education. It's a matter of understanding and implementing.

Learn how to attract and keep the “best” employees. Learn how to motivate “everyone” to have the passion to serve. Learn how to create the “One Team – One Brand” environment that will make you more than just another choice to your customers. With this process, you'll become “The Only Solution.”