



# Empowering Leaders Building Relationships Igniting Communication

[www.AllysonMcElroy.com](http://www.AllysonMcElroy.com)

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## Customized Training for Your Non-Cookie Cutter Team!

*Allyson McElroy is a speaker, trainer and coach with the John Maxwell Team, a group known throughout the world for its commitment to equipping leaders. Currently serving as a Vice President at People's Electric Cooperative and Director of First Impressions at Crosspointe Church in Ada, Allyson inspires corporations, churches and individuals to connect with clients, customers, and even themselves through the power of communication.*

*With award-winning presentations filled with laughs, gasps, and "ah ha" moments, Allyson specializes in customer service, client relationships, team building and leadership training. No matter if it's an all-day event, keynote address, or 1-hour lunch & learn, she is sure to make a difference.*

### Customize *any* session for your team! Specializing in...

Networking • Team Building • Communication • Leadership • Relationships • Customer Service

#### **Connect: the DOTS (adapted from "Everyone Communicates, Few Connect")**

Connect: the DOTS dives headfirst into communication based leadership. Perfect for small and large groups in all types of businesses and churches, DOTS focuses on increasing your capacity to lead by increasing your ability to connect. "If you want to win over another person, first win his heart and the rest of him is likely to follow." ~ John D. Maxwell

#### **Communicate with Purpose**

Perhaps the most popular of all sessions, Communicate with Purpose takes participants from thinking they've been communicating since age 1 to realizing communication is one of the most underdeveloped skills in the business world. This sessions pairs well with Intentional Customer Service and FOCUS.

#### **Communication 2.0**

A completely interactive and hand-on sessions, participants learn-by-doing how to better communicate with team members and coworkers. Perfect as an add on to any of the above or for a quick 45-minute breakout session.

#### **Intentional Customer Service**

What is good customer service and how do you achieve it? Through interactive training and plenty of laughs, participants answer these questions and discover a "want-to" deep within them to not just provide good service, but to deliver intentional customer experiences. This session pairs great with Communicate with Purpose.

#### **FOCUS: Special Cases**

Dealing with difficult clients, customers, and team members can be challenging for both them and you. Learn skills to turn every situation around and make those most unhappy... "your greatest source of learning." ~Bill Gates

#### **The Customer Journey Map**

A trending topic in customer service, this session takes front-line and first-impression teams deep into the footprint of their customer's journey. Look at your customer's needs and how you can meet them in a whole new way to exceed expectations. Through this highly personalized session participants will "get closer than ever to your customers. So close that you tell them what they need well before they realize it themselves." ~Steve Jobs

#### **The DOTS of Leadership**

"What do you want to be when you grow up?" Most of the time the answer to that question is clear cut. Doctor? Then go to medical school. Chef? Head to culinary school. But what about "Leader"? Through this interactive session participants will learn that true leaders don't create followers. True leaders create more leaders.

*Allyson McElroy*  
The JOHN MAXWELL **Team**