

COMMUNICATE WITH *Purpose*



An engaging, energetic, fun, relatable, personal-experience-filled training on
Customer Service • Communication • Leadership • Team Building

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Communicate with Purpose sessions are fully customized to your team.

Available as an all-day or half-day event – with several sessions available as stand-alone trainings –
Communicate with Purpose will leave your team with laughter, memories, and “ah ha” moments.

The 3 Cs of Intentional Customer Service

The Customer Service team reaches far beyond those answering phones or taking orders. And “customers” are no longer just those who buy our product. Toss those old VHS training tapes out the door and let’s discover what customer service really is in the here & now.

Behind the Scenes of Communication

Over 90% of communication has nothing to do with the words coming from our mouths. What's much more important than robotic words and phrases are the behind-the-scenes moments. Discover how tone, word choice, and delivery can make or break conversations and learn to turn each moment into a connection opportunity. This session is packed full of laughter and mic drop moments that will have you "talking" for years to come.

FOCUS: Special Cases

Customer service & office communication shouldn't feel like an emotional boxing match. Certain situations and individuals require our FOCUS. This sessions gives real-life examples of how to handle and win over your most challenging customers, clients, and team members.

Visual Communication

You've heard communication, but have you ever seen it? Through this 100% hands-on session participants will see where communication breaks down, where it succeeds, and where improvements need to be made. This will be - by far - the most memorable session!

Dots of Communication (Pairs with Visual Communication)

You've just seen communication breakdowns through the earlier session, so how can we prevent those mishaps? Each participant will complete a short communication profile before we dive headfirst into the whys and hows and answer the question... whose fault is it if I'm misunderstood? Finally - a fix for when you don't feel heard!

Connect: The DOTS (adapted from *Everyone Communicates, Few Connect* by John Maxwell)

John Maxwell said it best: "If you want to win over another person, first win his heart and the rest of him is likely to follow." This session tugs at the heart as participants discover who they want to influence and how to take that influence deeper. Recommended for leadership teams, sales staff, and anyone who wants to make a mark in life!

Communication Journey Map

This communication-in-action session allows participants to take everything they've just experienced and apply it to real-life workplace examples. Together in groups participants will brainstorm workplace issues that need to be repaired and determine what communication tools can be the hammer and nails. Companies have, quite literally, been changed for the better as a result of this session.

Additional Programs

As a certified John Maxwell Team speaker, Allyson is licensed to train on the following content through the John Maxwell Program. These sessions are 1 hour each but are also available as 6-10 week certification programs for you and your team:

Leadership Gold • Everyone Communicates, Few Connect • Intentional Living • How to be a REAL Success

Corporate, Private & Group Coaching

If you've ever been coached before – in business, in life, in a sport – you'll find my coaching style unique. And unique works because it's all about you. Whether business-based or faith-based, coaching moves you quickly from steps to leaps and from a point-in-time to a purpose-in-life.