

Common Sense Solutions

Teresa Allen



Let's Get Engaged! Engaging Employees & Members



Organizations with high levels of both employee and customer engagement experience greater productivity. According to Gallup, that **performance boost can be as high as 240% !**

In this highly interactive program we will examine the WHY and HOW of both employee and customer engagement sure to boost YOUR credit union's performance!

* **Employee Engagement**

- How engaged employees help the credit union succeed
- Management/Leadership Style necessary to drive employee engagement
- Individual Appreciation & Recognition Strategies that build engagement

* **Member Engagement**

- Tangible & Intangible benefits of member engagement
- 5 Steps to take TODAY to boost member engagement

• **Linking Employee and Member Engagement Through Special Activities**

To build upon the learning experience of this session, Teresa will provide a link to a private page on her website just for your attendees full of links to studies and resources great for enhanced learning after the program.

Come to this session prepared to revolutionize the way you build your team and your member tribe!

Your program leader IS a recognized expert!

Ranked #8 Customer Engagement Thought Leaders

Ranked #16 Global Customer Service Gurus

Named 2015 Customer Service Training Practice of the Year
by the International Stevie Awards for Sales & Customer Service

For further information on how to schedule Teresa for your event,
please contact your speaker bureau representative.
Teresa looks forward to working with you and your staff!