

Common Sense Solutions

Teresa Allen



Leading Your CU Member Service Team and Initiatives in a Post COVID Reality

The world of service will NOT be the same even when COVID is no longer an issue. What is your credit union doing to prepare for this new reality? Service expert Teresa Allen will inform your group on what service leaders are doing and will help you identify the steps you need to take to prepare for the 'new normal' of member relationship building. In a conference setting she will also include a panel discussion of your peers to examine what is working and what improvements need to be made. The following areas will be addressed:

- How Service Leaders/Major Brands are Recalibrating Their Efforts
- Building Trust through Member Focus: Touchless but IN Touch
- Future Focused with Reality Based Customer Empathy by Listening to Member Needs
- KISS – Eliminating Barriers to Digital Member Touchpoints / Meeting Members Where They Want to Be
- Member Needs Evolution: Your Brand Loyalty Depends on Your Willingness to Adapt Quickly

Suggested Format:

* 45 min overview by Teresa examining how the world of customer service has changed and evolved since onset of COVID/ Why it will never be the same as before / what service leaders are doing differently

*Panel discussion of HOW Credit Unions in your region are adapting to the new customer environment



****It is important to realize that we have NO idea what it will be like months from now. Count on the expertise of a customer service world expert to give you the absolute latest information on what your credit union needs to do NOW regarding service for success! Please ask Teresa how this timely program can be presented in a panel format with members of your CU association or chapter either live or pre-recorded for Virtual use.**

For further information on how to schedule Teresa for your event, please contact us at 318-458-5227 or through our website:
www.AllenSpeaks.com/Credit-Union-SpeaSker
We look forward to helping you plan a great event!