



95% Share

We learn best by example, by sight, by sound, and especially by first-hand experience.

When we are immersed and absorbed in the learning experience – seeing the creativity, experiencing differentiation, and engaging in fun - the lessons and concepts are better absorbed and more likely to be put into action. We are more likely to respond with innovation, motivation and energy.

Whether your customers are internal or external, the 95% Share goal is that you will gain *“Customers for a lifetime, who buy all your products and brag about you to everyone they know.”* We not only teach great business lessons, we show participants what is most important. Our unique approach to experiential training involves hands-on learning and helps participants retain lessons for a lifetime.

The latest and greatest of business books and articles can only do so much to teach your team about customer service, product differentiation, selling skills, knowing your customer's needs, or valuing your employees.

*If you want to know how to **make critical business lessons real**, this program is a **“must do!”***

Topics that will be covered:

- Emphasis on customer focus
- How do your people view you?
- The secrets of Marshall Field's success
- The lasting value of a company “Best Story”
- How to differentiate yourself from your competition
- The fastest way to learn about your customers and associates
- Key historical events can teach us about motivation and reward
- Capturing their attention and leaving your mark with your customers

To schedule your 95% Share Program Experience, contact your account executive or call 314-754-0190

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