

Cohen Brown Performance Results Network 2021 First Quarter Calendar of Events

PLEASE NOTE: All sessions will occur according to the schedule below, unless designated as a Facilitator Session or specifically noted by times listed below the description.



Times of All One-Hour Sessions: (Unless otherwise noted)

10:30 AM – 11:30 AM Pacific Time
11:30 AM – 12:30 PM Arizona Time (until March 14 then revert to Pacific Time)
12:30 PM – 1:30 PM Central Time
1:30 PM – 2:30 PM Eastern Time

Retail Process Core

Process Reinforcement for
Maximizing Leadership



It's More Than Bedside Manner

January 12

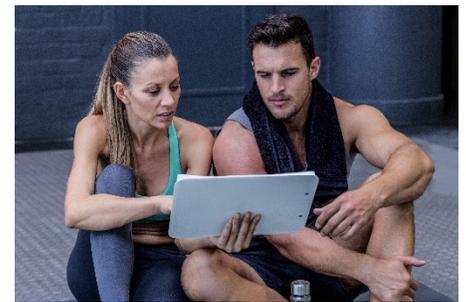
Showing kind, friendly, and understanding behavior is a great first step in delivering World-Standard client/member interactions. But this session goes beyond the first step as we examine the process that, when used consistently by all tellers in your organization, will give clients/members a consistent and positively differentiated experience.

Up, Up, and Away

February 24

The Lawnchair Motivation ModelSM was inspired by a true story about an individual in Southern California who hooked 45 helium weather balloons to a regular lawn chair. His goal was to lift the lawn chair 30 feet into the air. Though it wasn't his intention, he rose to 16,000 feet—into the path of commercial airliners.

We will discuss how filling certain "balloons" gives our teams a lift. At the same time, we have to pay attention to sandbags that may drag them down. As managers, we need to fill balloons and empty sandbags to create successful teams.



Providing Coaching Feedback

March 9

Observation without observational feedback is useless. Learn the steps to a successful coaching session, how to handle the obstacles, and how to implement the next steps to improve your team's skills.

Recognizing Life Events

January 26

This session will review the eight most common life events. How do we discover the events, make gracious comments, ask probing questions, create an interest, consultatively close, and follow up with the client/member concerning the life event?



Teleconsulting Pre-Call Planning for Consumer Clients/Members

February 11

Preparation for Teleconsulting calls is critical to achieving productive outcomes. This session will focus on the most effective method of preparing for your World-Standard calls to clients/members.



Transition Lines

March 18

Being able to transition from category to category with confidence and in a manner that seems logical to the client/member is an essential skill when conducting a Needs Assessment. This session will focus on clues and Windows of Opportunities that will allow you to transition with ease by addressing the benefits of each category to the client/member.

PRN Registration Form

Please check off the topics you would like to register for:

<input type="checkbox"/> It's More Than Bedside Manner	Jan	12
<input type="checkbox"/> Recognizing Life Events	Jan	26
<input type="checkbox"/> Teleconsulting Pre-Call Planning for Consumer Clients/Members	Feb	11

<input type="checkbox"/> Up, Up and Away!	Feb	24
<input type="checkbox"/> Providing Coaching Feedback	Mar	9
<input type="checkbox"/> Transition Lines	Mar	18

If you have any questions or comments, please call
Cindy Griffith at (330) 879-5474.

Please complete your registration online.

