

# Cohen Brown's Performance Consulting Methodology



Perfect Hour Process for Tellers  
Improved Member Experience  
Consultative Sales & Service  
Branch Service & Sales Series  
Cross Divisional Referrals  
Productivity  
ONETeAM  
Ethical Outbound Calling  
Structured Time & Workflow Management  
Professional Sports Coaching for Business  
Cohen Brown Library of Solutions

Leadership, Management, & Coaching Processes  
Call Center Labs  
Breakthrough B2B Banking  
Proactive Relationship Banking  
Proactive & Reactive Sales Behaviors  
Extraordinary Sales Leadership  
Breakthrough Service Performance  
Maximizing Member Needs Met at New Account Openings with Brand New Members

### Lead, Manage, & Coach

- Clear Success Motivated
- Capable
- BIG 5
- Sales Meetings
- Clinics Rounds
- Follow-up
- Observations

### Identify & Fulfill Member Needs

- NAO
- The Three-Step Sales Cycle

