



Sally



Paul



Marlon

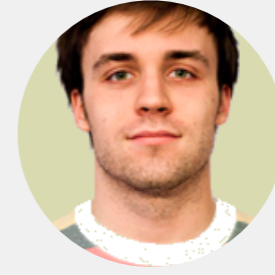
Welcome!



Sally



Paul



Marlon

Welcome!

I'm pleased to welcome you to our e-learning program, which is designed to make your organization more successful and to help you significantly differentiate it from the competition you face.



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Welcome!

I'm pleased to welcome you to our e-learning program, which is designed to make your organization more successful and to help you significantly differentiate it from the competition you face.



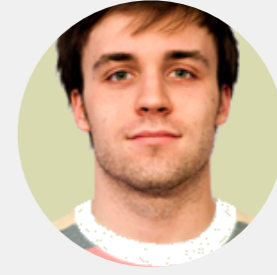
Any expectations I should know about?



Sally



Paul



Marlon

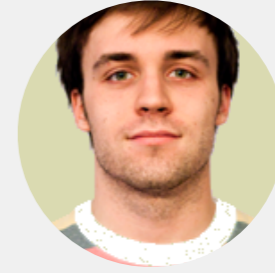
I want to alert you up front that putting what you learn from this program to work is a permanent commitment by you and all your employees and contractors.



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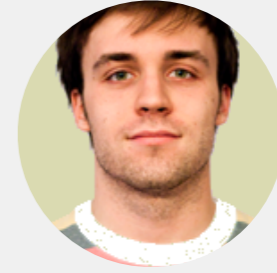
Anything else?



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Anything else?

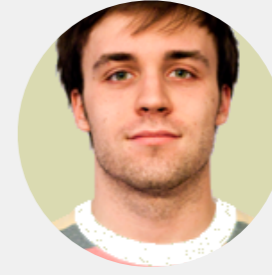
The program will help you to align and continuously improve all the work processes, communications, and service or products you deliver to your clients and customers.



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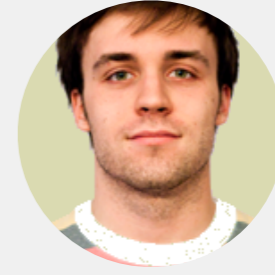
What's your vision?



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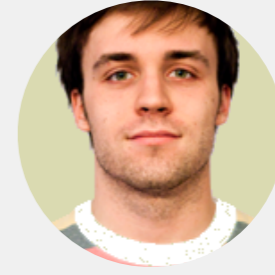
*My vision? In reality, **Service Objectives** are mirror images of customer and client expectations.*



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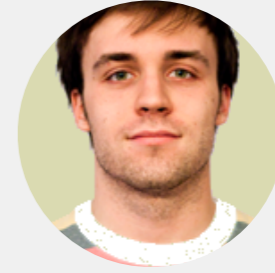
OK! Any Outcomes?



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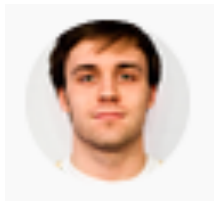


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OK! Any Outcomes?

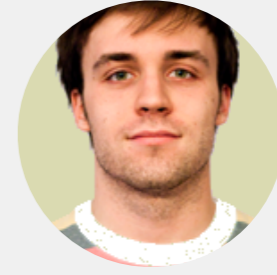
Your time and effort in this program will lead to the following program outcomes:



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OK! Any Outcomes?

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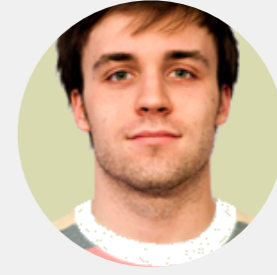




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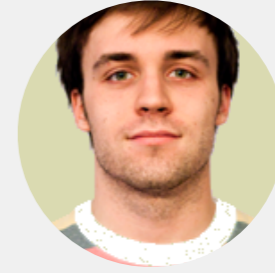
The reduction of "silo" thinking and the disrespect between company areas that have no idea of the importance of the work that other company areas performs.



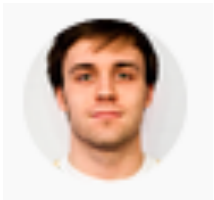
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We have silos now!

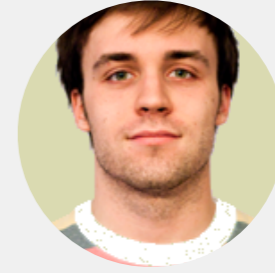
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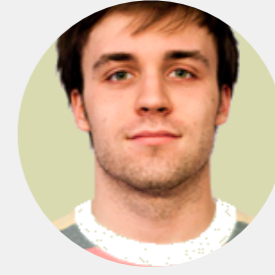
The creation of a scalable internal process than enables the acceptance and adaptation to change.



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We have silos now!



Sounds good to me!

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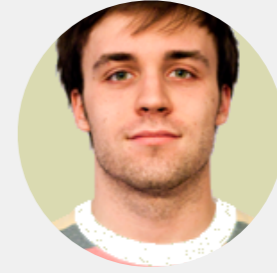
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The reduction of "silo" thinking and the disrespect between company areas that have no idea of the importance of the work that other company areas performs.



Sounds good to me!

The creation of a scalable internal process than enables the acceptance and adaptation to change.

An objective platform for on-going company, group, and individual accountability, performance measurement, and compensation.



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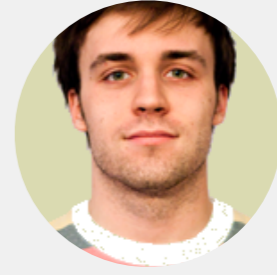
Let's get started:



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Let's get started:



What's next?



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Let's get started:



What's next?

After you close my "Welcome," check out the tutorial for how this Program works.



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Let's get started:



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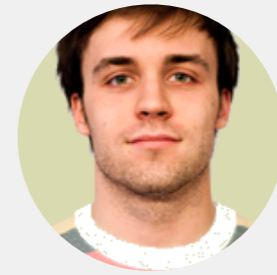
I'm ready



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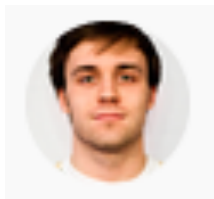
Marlon

Let's get started:



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I'm ready

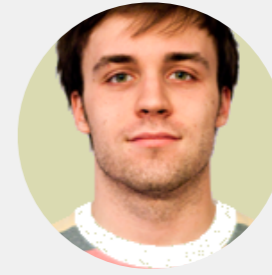
Thanks for collaborating and I wish you success as you complete "The Power of Service Objectives."



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Let's get started:



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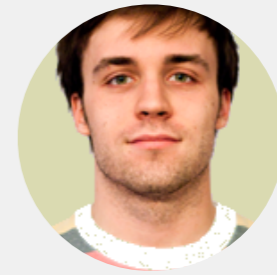
Thank you!



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Let's get started:



What's next?

After you close my "Welcome," check out the tutorial for how this Program works.



I'm ready

Thanks for collaborating and I wish you success as you complete "The Power of Service Objectives."



Thank you!

Cya! Please close and return to Getting Started.