

Miriam S. Stevens

Happy New Year Team Elite!

Infusing “Elite Effervescence” into every customer call interaction as we build soft skills into the next level of excellence.

DELIVER THE “W.O.W.”

W – Word Choice & Positioning

O – Ownership

W – Win/Win Create Promoters



Effective Communication Tips

Smile A pleasant tone goes a long way! Continue to smile throughout the call.

Active listener Respect the customer by taking time to actually “hear” their concerns.

Think Solutions Always think as a solutions provider not as a wall creator.

Build Bridges Remember you are a customer/consumer too, so build a positive rapport bridge.

Effective Communication is Key!

I found that after I observed a few of my current and previous advisors, the key to their success is their positive, pleasant, “cordial”, personality that transcends across issues and connects with customers as a genuine person who cares, listens, and proactively provides solutions. For example, a previous XXX advisor (and Elite Alumni), XXX XXX, who was also an All-Star Tier 2 Supervisor, once told me, “I am successful because I listen to my coaching and work for the customers.” I agree with XXX, when I trained her and we discussed how to effectively communicate with the customer, I knew she would make the necessary adjustments to connect and conquer obstacles. And while she was here as an advisor she consistently delivered WOW moments as a Tier 2 Supervisor!

Positive rapport building is key and this is the Elite attitude that I ask everyone to embody and consistently educate on his or her customer call interactions. As your supervisor, I pass this training onto all that I touch and all whom I have the privilege to manage. Relationship building through rapport connection is vital. Therefore, I am happy to empower all to a legacy of “Elite Effervescence” where we build bridges, close gaps, and create WOW moments!

Miriam Smith Stevens shares...

