

## Client Testimonials

*"Dave provided the foundation on what continues to be an exceptionally successful initiative. His ability to facilitate hundreds of employees in a workshop is outstanding! Even more impressive is his incredible ability to understand our diverse employee base."*

*"I was impressed by the insightful materials as well as the interactive, dynamic presentation...I was inspired by the reaction of the participants - they were involved, energized and motivated!"*

*"Compliments on your presentation being highly professional yet youthfully enthusiastic & exuberant."*

*"Thank you for the AWESOME job!"*

*"I want to offer my unqualified recommendation for David Jeffrey and his firm, Interactive Dynamics."*

*"You not only exceeded my expectations, your program was worth far more than what we paid."*

*"Working with Dave was effortless. He was organized, professional and FUN! Definitely worth it."*

# World Class Customer Service Attitudes-To-Action

→ **On-Site Workshops & Programs** ←



## IDS Knows Airports!

(partial client list)

- Asheville Regional
- Baltimore/Washington Int'l
- Charlottesville-Albemarle Airport
- Columbia Metropolitan Airport
- Denver Int'l
- Dulles Int'l
- Eugene Airport
- Fort Wayne Int'l
- Greenville-Spartanburg Int'l
- Gulfport-Biloxi Int'l
- Hartsfield-Jackson Atlanta Int'l
- Houston Airport System
- McCarran Int'l
- Minneapolis-St. Paul Int'l
- Missoula Int'l
- Morristown Municipal Airport
- Nashville Int'l
- Newport News/Williamsburg Int'l
- Norfolk Int'l
- Northwest Arkansas Regional
- Pensacola Gulf Coast Regional
- Phoenix Sky Harbor Int'l
- Piedmont Triad Int'l
- Pittsburgh Int'l
- Port Authority of NY & NJ (Airports)
- Port Columbus Int'l
- Reagan Washington National
- Richmond Int'l
- Roanoke Regional
- Salt Lake City Int'l
- San Diego Int'l
- San Francisco Int'l
- San Jose Int'l
- Sarasota Bradenton Int'l
- Savannah-Hilton Head Int'l
- South Bend Regional
- Teterboro Airport
- Tri-Cities Regional



interactive dynamics

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**Interactive  
Dynamics**

Check out our website for videos, pictures, descriptions and more.

**TeamIDS.com**

**\*\* Packaged Together \*\***

# **No Customers, No Job!**

**Module One (90 minutes)**

**Basic Theme: Attitudinal & Motivational**

## **The WHY**

*Potential workshop content:*

- Why customer service matters and why it's so important
- National statistics (facility-specific stats when provided)
- Inspirational customer service stories and anecdotes
- You control your attitude and behaviors
- Why customers are sometimes already frustrated
- The power of teamwork
- Take time to get to know your teammates
- The energy of using names
- How technology helps and hurts - (e.g. cell phones)
- Taking pride in your organization, facility and job
- Can vs Can't - know the difference
- Simple foundations for guiding positive behavior
- Your responsibility as an employee
- The "No Excuses" mentality
- Avoiding negativity and stomping it out
- What your customers really want from you
- Defining customer service for employees
- Importance to the organization, customers and YOU
- Short personal action planning

### **Basic Cost Calculations**

*Program costs depend on several factors including, but not limited to:*

- Amount of specific customization you desire
- Number of sessions to be delivered  
*(based on your needs and employee base)*
- Extent of pre-delivery consultation & design
- Additional optional services selected

### **Who Should Attend**

Everyone! Regardless of position, everyone has customers and needs to focus on positive interactions.

### **Packaged Modules**

It is recommended that both modules be scheduled and delivered relatively close together.

# **Making Connections!**

**Module Two (90 minutes)**

**Basic Theme: Behavioral Skill Building**

## **The HOW**

*Potential workshop content:*

- The airport superhero
- Proactive introductions
- Looking for customers in need
- Getting fanatical
- The upside of treating people great
- Who are our customers
- The Golden Rule?
- Differentiating between customer types
- Recognizing & delivering
- How to define great customer service
- Perception & how people see you
- Body language & facial expressions
- The words we choose
- Approachability & engagement
- Listening skills
- Interacting with challenging customers
- Behaviors that help
- Behaviors that hurt
- Thank you's & send off's

### **Additional Recommended Services**

- Overall Program Development Consultation
- Organizational & Facility Assessments
- Select Employee Interviews & Discussions
- Internal Focus Groups
- Real-Time Employee Behavioral Feedback
- Special Event Design & Delivery
- Focused Workshops for Specific Groups  
*(managers/supervisors, tenants, departments, etc.)*
- Specialized Presentations to Boards & Committees
- Passenger/Customer Satisfaction Research Surveys
- Tenant Satisfaction Research Surveys
- Mystery Shopping Programs
- Custom Video Writing, Directing & Production