

Course Content

MOMENTUM MINDSET™

	Fortnightly Lessons	Lesson Topic	Live Group Accountability Sessions
<p>Module One</p> <p>PERSONAL MOMENTUM</p> 	Upon registration	<p>Personal Values: Identify & understand the power of your personal values in decision making</p> <p>Boundaries: Learn 9 signs you might need a boundary & a simple process for creating, communicating & committing</p> <p>Humility: Learn a simple 3 step process to build self-awareness & acceptance through feedback</p>	<p>16th Feb 24 7.30am (90 mins)</p>
	1	<p>Purposeful Impact: Define your purposeful impact & learn a practicing algorithm to support well being</p>	
	2	<p>Lead with your Legacy: Align your intentions with your Customer's perceptions through a Customer Experience map</p>	<p>22nd Mar 24 7.30am (90 mins)</p>
<p>Module Two</p> <p>ENGAGEMENT MOMENTUM</p> 	3	<p>Trust: Learn a simple equation to accelerate Customer trust development</p>	<p>19th April 24 7.30am (90 mins)</p>
	4	<p>Customer Engagement: Creating collaborative vision with your Customer through an adaptable framework</p>	
	5	<p>Understanding your Customer: Learn how to hold your Customer to account without compromising your relationship</p> <p>Understand the power of Customer Service audits for resetting a relationship</p>	
<p>Module Three</p> <p>CONVERSATION MOMENTUM</p> 	6	<p>Language Matters: Understand the impact certain small words have on the meaning of our conversations</p> <p>Planning with Questions: Learn to design great questions for retrieving useful information from your Customer conversations</p>	<p>3rd May 24 7.30am (90 mins)</p>
	7	<p>Selfless Listening Learn simple listening techniques to better identify opportunity</p>	<p>14th June 24 7.30am (90 mins)</p>
	8	<p>Working with Objections Learn strategies to overcome common fears</p>	
9	<p>Customer conversion: Learn a 5 step process for changing ingrained Customer habits</p>	10	