

# Your MAIL

March 1999

Your Motivation, Attitude, & Integrity Letter from Success Performance Solutions

## I wish I said this....

"It is not good to be better than the very worst."

*Seneca, c. 4 B.C. – A.D. 65*

"Treat others as ends, never as means."

### Labor Market Hits Brick Wall

The unemployment rate in March hit a 29-year low.

337,000 manufacturing jobs were eliminated in 1998; over 3 million new service positions were created!

In the first three months of 1999, 560,000 new jobs were added.

According to a 1997 National Association of Manufacturers, more than half their workforce lacked basic employability skills, math skills, reading and writing skills – making them unable to improve productivity.

1950: 60 percent of manufacturing jobs were unskilled; 1998: 30 percent; 2005: Less than 15 percent will be unskilled

The Solution:  
Create A Learning Organization  
Help every employee become more compe-

## Customer Service Excellence Certification Begins June 21

**D**elivering exceptional customer service is more of a challenge now than ever before. Satisfaction is just not enough anymore to attract and retain customers. Excellence in customer service is also a crucial strategy for sustained profitability. Customers expect the best and insist, rightfully so, to be treated fairly, promptly and with respect. Successful business people are skilled at winning people over, fine-tuning their style to meet the customer, and building consensus and support.

The Customer Service Excellence Certification Program is the result of three leading performance

consulting firms – Success Performance Solutions, Par-gasVenuto, and LifeThrive Performance Systems – joining forces and sharing resources to help managers train their people in the personal skills they need most and the competencies the company needs to thrive.

Managers and employees consider technical competence, product knowledge and good intentions as the benchmark for excellent customer

### Coming Up Soon!

#### Retaining and Motivating Great Employees

April 27, 1999  
9 AM to 4 PM  
\$129



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*Your MAIL*, a newsletter for the clients of Success Performance Solutions, will be sent to you free of charge unless you unsubscribe.

Each issue will include motivational quotes from top business leaders, important trends in performance improvement and the latest resources for motivational training and selecting people with integrity.

I want to receive my newsletter via e-mail.  
Address \_\_\_\_\_  
 Please remove my name from your fax list.

# Meetings and Keynotes

# Calendar 1999

April 7, 1999  
**The Impact of Company Culture on Performance**  
Council of Logistics Management  
Call Pat Weaver at Central Penn Transportation, (717) 295-2442

April 10, 1999  
**Hot Markets 2000**  
Central Penn Entrepreneur and Small Business Conference.  
Call (717) 273-3727

July 9, 1999  
**Attack the Attitude Virus**  
Small Business Network  
York Chamber of Commerce

July 24, 1999  
**Hire for Higher Performance  
Creating Relationships That Last  
Rid Your Practice of Demotivation**  
Academy of General Dentistry  
Annual Meeting  
Salt Lake City, Utah

August 10, 1999  
**New Milestones In Motivation**  
Lancaster County  
Chamber of Commerce

<b>April 27, 1999</b>  <b>9 AM to 4 PM</b>	<b>The Curse of the Vanishing Employee</b> <ul style="list-style-type: none"> <li>• How to retain and motivate great employees</li> <li>• Integrate the newest techniques to retain your best employees by influencing employee loyalty</li> </ul>
<b>June 21 –22,1999</b> <b>9 AM to 4:30 PM</b>	<b>Customer Service Excellence Certification Program – Level I</b> <i>Level I Training for Consultants, Trainers, Managers,</i>
<b>August, 1999</b>  <b>TBA</b>	<b>Customer Service Excellence Certification Program – Level II</b> <i>Level II Training for Consultants, Trainers, Managers,</i>

## Who's Applying At Your Business?

As the labor pool swindles, employers are not only spending more to hire less qualified employees, but they are assuming more risk.

In 1998, according to a national pre-employment screening company, their clients experienced a 36% increase in the number of job applicants who were not eligible for rehire at their previous place of employment.

Reasons given for not rehiring:

- Personality conflicts
- Disciplinary problems
- Theft
- Embezzlement

Other 1998 statistics:

- 7% of job applicants had criminal records
- 25% misrepresented their education and credential records
- 41% had one or more accidents or moving violations on their record.

## Stop hiring other employer's mistakes!!

You can't afford the cost of a mis-hire.  
Your customers will not pay for them and

**Register Today. Call (717) 656-4632 or Fax (717) 656-7816**

Motivating People Employee

Reducing turnover

Selecting The Right

**Success Performance Solutions  
Training Center  
136 West Main St.  
Leola, Pa. 17540  
www.super-solutions.com  
Email:succes@super-solutions.**

**Name/Position**  
\_\_\_\_\_

**Company:**  
\_\_\_\_\_

**Telephone:**  
\_\_\_\_\_

# Mastering Customer Service

satisfaction. Customers, however, consider

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these factors a given, not an option.

When customers are asked what services must be provided in order to satisfy them, they value fairness, integrity and friendly encounters as musts in meeting or exceeding their expectations.

An exceptional customer encounter develops when a customer perceives, almost to the point of obsession, you are working on their behalf. **The Customer Services Excellence Certification** Program teaches a dynamic, flexible customer service process that integrates commitment, consistency, and excellent communication skills into every customer encounter.

Mastering Extreme Satisfaction focuses on the competencies needed most for excellence in customer service, based on a systematic approach to measuring competencies, and limitations, and identifying what

needs to be changed or improved. Successful participants will acquire an insatiable commitment to master the competencies to create an experience for customers where extreme satisfaction is spontaneous and strong, and dissatisfaction is unacceptable.

Certification assures the highest level of competency and provides the cultural momentum for a competitive edge that is not easily matched in any market.

Mastering Extreme Satisfaction blends training, reinforcement, and feedback in order that newly learned skills become habits and your exceptional customer satisfaction becomes the industry standard.

## Is Your Workplace Ready?

- One-half of the 123 million people in workforce are women
- 70% of mothers work
- 25% of women now earn more than their spouse

**The Curse  
of the  
Vanishing Employee**

April 27, 1999  
9 AM to 4 PM

**High turnover may not just be an upper management problem. Learn new ways individual supervisors and managers can make the difference between employees staying....and vanishing.**

- Find out what motivates each employee - and why they leave
- Understand the importance of retaining employees and the high cost of turnover
- Prove caching and discipline to keep performance high
- Determine the goals and values that make work worthwhile for your employees.
- Find ways to meet the motivational needs of your employees and inspire commitment.

**Register Today.  
Limited Seating.  
(717) 656-4632**

## **The Safe and The Accident-Prone Employee: A Cross-Industry Study**

Hurry! For a limited time only, electronic copies of A New White Paper published by Dr. Charles Coker, founder of LifeThrive Performance Systems, are absolutely free. Dr. Coker is one of our strategic partners. He spearheads our corporate safety and motivational programs. To receive your complimentary copy or to schedule a site visit or presentation by Dr. Coker, Call us at 717-656-4632 or email: iwolfe@success.net.