



THE XCHANGE ZONE

The **XCHANGE ZONE** is a designated segment on the track where the baton must be exchanged between the incoming and outgoing teammates. If the baton is not exchanged in the zone or is dropped, the entire relay team will be disqualified.

Off the track, the Xchange zone is the critical area where you leverage the power of connecting.

You never want to miss the exchange because that leads to disqualification. You must remain connected in order to win.

James Brown Jr 360

Running to Rewarding (Revenue Relationships)

Relationships are the essence of the human existence – the business world, home, and school. Understanding that every relationship matters, has a unique cadence, and learning how to identify and move within it, can drastically improve your personal brand, organizational effectiveness, and better position you to reach your individual and team goals. In this presentation, you will learn the rhythm (cadence) and rhyme (communication) for building rewarding (win) relationships AND how to apply these skills personally, within your team and with your customers.

Sprinting for Sales Success

Sales success is often determined by the completed exchange with the customer, while that is ultimately true there are key principles that assist with making the sale and help sustain long term success. In this presentation you will learn championship principles you need to know and implement to have sales success: know what you are selling, who you are selling to, how to sell beyond the sale.

The Race to Winning Customer Service

Customer service is more than a department, it is an attitude that starts with the individual. It is a personal commitment to know who your customer is, understanding their needs, and serving them the way they want to be served. In this presentation you will learn the importance of recognizing “everybody you meet is your customer!”

Championship Level Customer Centric Culture

Successful individuals or organizations understand customer service is important. GREAT organizations are deliberate about their customer service framework creating a customer-centric culture. In this presentation, you will learn how to set yourself and organization apart by making customer-centric service an intentional aspect of how you operate on a daily basis, ultimately helping you better reach your business goals. Take the stride to move from “a customer” to “MY customer.”

