

Green Peg - Overview of Services



Our purpose is to help organizations dramatically and measurably improve their performance and service culture. We cut through the confusion by consistently returning to our guiding principle: performance should be viewed in the context of measurably improving service to your internal and external customers.

Organizations such as IT, HR and Operations that provide internal services to their employees, and in addition, customer service organizations that provide services to their revenue generating customers, both benefit from our methodologies.

Our seminars, consulting engagements and training sessions not only teach best practices but also utilize creativity and customized solutions that get the job done and give you results and a service based culture that you can celebrate. We help your organization with leadership, strategy, alignment, phased improvement programs and measurement of your progress.

Our clients have included international corporations, medium and small enterprises, government and not-for-profits. Our methodologies are relevant and beneficial to the most senior level executives as well as new hires and across all departments.

I invite you to explore further how we can support your goals and those of your organization. Please contact me for more details or to schedule a more in-depth conversation.

A handwritten signature in black ink that reads "Jim".

James Schmidt
Principal
Green Peg

Is your strategy aligned to improve service? Is it working?

www.greenpeg.com | jim@greenpeg.com | (650) 245-0181

Customized Training & Certification



Green Peg offers two “out-of-the-box” training courses with optional certification exams. We can also extract content from these, add your own content and deliver this customized training at your facility, to your audience and on your schedule. These are relevant to both internal and external customer service.

The *Certified Customer Service Professional* course covers the most critical skills that customer-facing staff members need. Topics include accountability, customer needs, communication, managing difficult behavior, best practices, processes and Green Peg’s *Super Service Principles*.



The *Certified Customer Service Manager* course covers leadership skills, staff development, performance metrics and other management skills necessary to build a collaborative service-based culture.



Both courses are generally two days in length but can be customized in length and content to specifically target your needs. We have a wealth of experience and proven methodologies we can rapidly adapt to meet your immediate and long-term goals.

Is your strategy aligned to improve service? Is it working?

www.greenpeg.com | jim@greenpeg.com | (650) 245-0181

Green Peg offers consulting services to help your organization clarify and achieve its goals. We start by gaining a thorough understanding of your culture and your needs. We specialize in:

Improving Call Center Customer Satisfaction

Rethinking and Communicating Strategy

Alignment of Strategy Throughout the Organization

Updating or Creating Performance Metrics Including KPIs & Balanced Scorecards

Identifying Changes Needed to Become a Service Based Culture

Improving Teamwork & Accountability

Identifying Ways to Improve Service

Facilitating Workshops

Increasing Engagement and Creativity

Creating Relevant and Customized Certifications

Is your strategy aligned to improve service? Is it working?