



Marilyn Suttle works with organizations that want to stand out as a provider of choice and with teams that want to work well together.



What clients have to say:

“Marilyn has presented engaging keynotes, and workshops at Visteon for many years. Employees rate her highly for offering practical, helpful tools and insights they could use.”

~ **Kate Manley, Senior Benefits Specialist, Visteon Corp**

“Marilyn kept a diverse group of 100 totally engaged and the material was spot on. One of the best trainings we have had in a very long time.”

~ **Christine Schwartz AVP Dining, Conferences & Campus Events, Bates College**

“Marilyn did a splendid job with her presentation to the folks at the Pfizer Women's Network! I recommend for her as an inspirational speaker.”

~ **Barbara Clarke, WN Chair, Pfizer Corporation**

“The Baker Online staff had a wonderful time while learning so much. You provided great tools for the staff to take our customer service to the next level. Your sessions were very engaging. There was never a dull moment.”

~ **Dr. Julia A. Teahen, President, Baker College Online**

“Marilyn did a fantastic job working with the Novi Public Library to initiate the Library's customer service model. I feel the training was a catalyst for the Novi Public Library winning the Award of Excellence from the State of Michigan for excellent customer and innovative services.”

~ **Julie Farkas, Director, Novi Public Library**

- Maintain a culture that attracts and retains ideal customers
- Retain top talent with internal service excellence
- Turn upset customers into vocal advocates
- Implement virtual team-building to strengthen workplace communication and results
- Handle customer complaints effectively
- De-escalate tense situations and solve problems before they happen
- Get better results with customers and colleagues by discovering the four motivational styles of thinking
- Use emotional-management skills to stay calm under pressure
- Discover habits that support remote workers success and well-being
- Shift into top performing mindset and habits to climb the ladder of success
- Turn goal setting into goal getting
- Master rejection-proofing strategies for handling “No”
- Put accountability into action
- Find ease with uncertainty during times of challenge and chaos for ultimate success
- Equip leaders with masters of ceremonies skills to make every **virtual** meeting and presentation engaging

Marilyn Suttle, CVP knows what it takes to create strong connected relationships. When organizations want to stand out as the provider of choice, they call her. Teams that want to work well together bring Marilyn in to help them communicate more effectively with each other (both virtually and onsite) and turn even the most difficult customers into vocal advocates.

Book Marilyn

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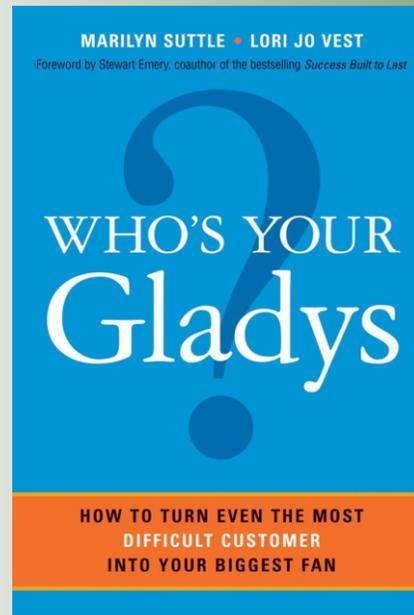


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Ten Questions to Stand Out as a Provider of Choice

by Marilyn Suttle, CVP

1. How can we get 5% better at creating exceptional customer experiences?
2. How can we get 5% better at communicating effectively?
3. How can we get 5% better at recovering from mistakes and mishaps?
4. How can we get 5% better at maintaining a culture of service excellence?
5. How can we get 5% better at tapping into customer perceptions?
6. How can we get 5% better at cultivating a culture of inclusivity?
7. How can we get 5% better at creating positive first and last impressions?
8. How can we get 5% better at reducing customer irritations?
9. How can we get 5% better at expressing appreciation to customers & team members?
10. How can we get 5% better at retaining our top talent?



Praise for *Who's Your Gladys?*

"It's the substantive, down-to-earth advice that sets this book apart from its competitors, as well as the helpful chapter-end sections, which contain practical points and thought-provoking questions and answers. The whole is an extremely well-organized and easy to use guide illuminated by the authors' obvious passion for customer service." ~ **Publisher's Weekly**

"Excellent customer service goes beyond simple training. In this action-packed book, Suttle and Vest have dissected proven practices of brand names synonymous with customer service. Study each example, internalize the wisdom that they extract from each, and find ways to apply them in your business and life." ~ **Dr. Nido Qubein, President, High Point University and Chairman, Great Harvest Bread Co.**

"Buy this book. It's necessary. If you have competition, you can't afford not to." ~ **Roxanne Emmerich, CEO of the Emmerich Group, Inc.**



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