



SOCIAL DEXTERITY WORKSHOP

Learn How to Create
Raving Fans of Your
Technology Team

Does your team know how to deliver a remarkable customer experience? This workshop is open to practicing professionals looking to provide exceptional and efficient service to their customers.

SCHEDULE A WORKSHOP TODAY
apprentice.university/socialdexworkshop

Why didn't he respond to my email?

What do she mean in English?

Your team doesn't communicate well.



CUSTOMERS BUY EXPERIENCES, NOT FEATURES.

Your technology product or service may be the best in the world, but if your customers' experience with your team fails to impress, they'll find someone else. To thrive, organizations must seek to inspire loyalty.

If you're a technology company or team seeking to improve your customer experience, the Social Dexterity Workshop is for you. **This workshop will equip your team to encourage healthy collaboration, improve your efficiency, and provide remarkable customer service.**

COMMIT TO BETTER CUSTOMER SERVICE

Well-Rounded Training

The Social Dexterity Workshop combines real-world case studies with practical hands-on projects and facilitated discussion. Prerequisite readings from works by Kim Scott and Ron Brumbarger will provide you the essential foundation for the workshop's content. Over three half-days, you will learn more about how to demonstrate awareness and emotional intelligence as a practicing professional. You'll also cover the ideation methodology to motivate consistent innovation.



TRUSTWORTHY INSTRUCTION

Rather than boring you with novice training, this workshop delivers valuable instruction from an experienced technology executive who has managed technology teams for 25 years — and won numerous awards for customer service along the way.

APPLICABLE KNOWLEDGE

This workshop offers you the best environment to achieve the team awareness and shared vocabulary essential to creating raving fans. Those who complete the workshop will receive a credentialed certificate from Apprentice University. Most importantly, you'll leave with the knowledge of how to generate fresh problem-solving ideas and practice candor in a way your customers will remember.



MASTER THE MATERIALS

Radical Candor

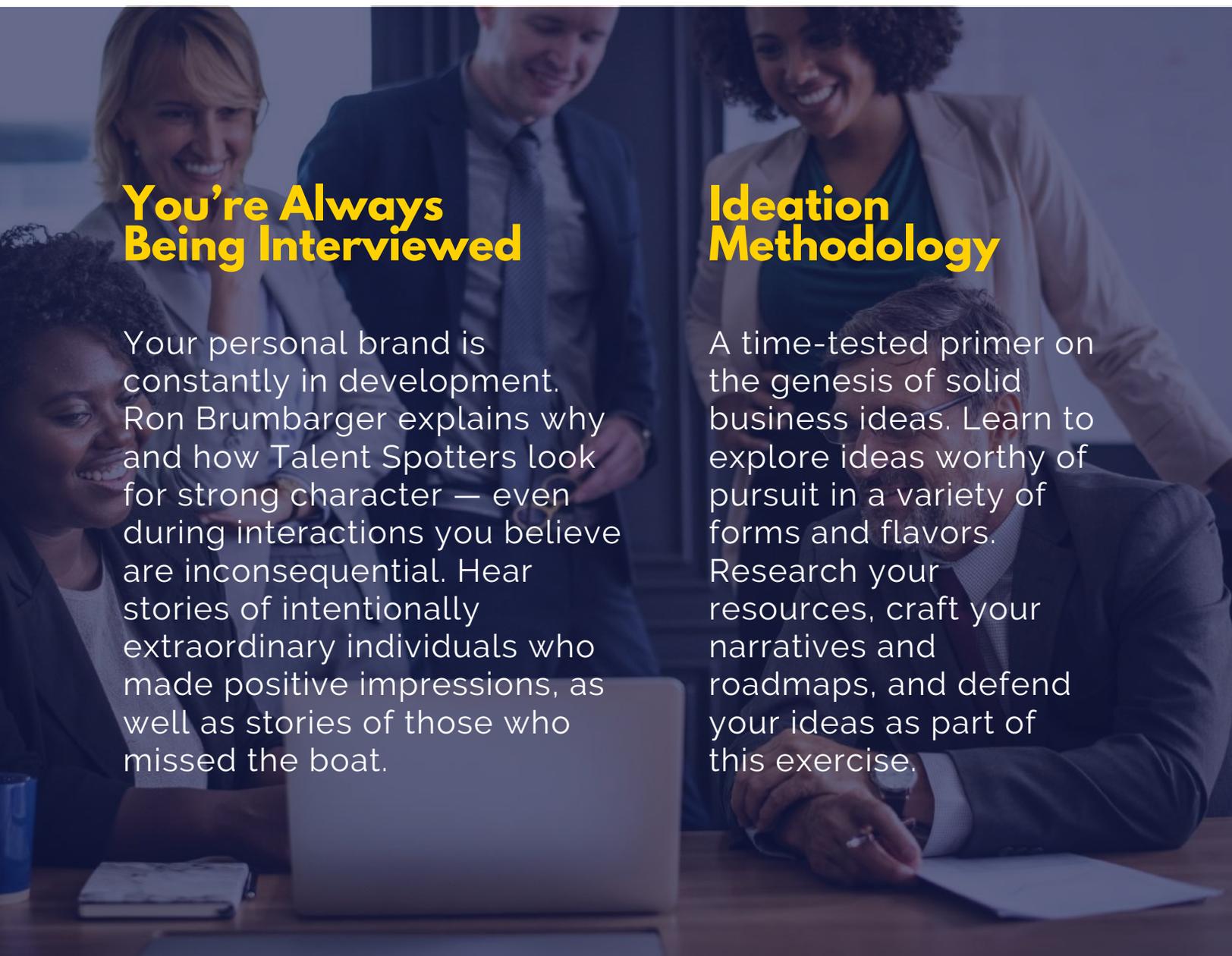
Learn to strike the sweet spot between aggression and empathy in the workplace. Kim Scott identifies three principles for building better relationships with employers and coworkers. Providing actionable lessons for readers, this book illustrates how you can be successful while retaining your humanity.

You're Always Being Interviewed

Your personal brand is constantly in development. Ron Brumbarger explains why and how Talent Spotters look for strong character — even during interactions you believe are inconsequential. Hear stories of intentionally extraordinary individuals who made positive impressions, as well as stories of those who missed the boat.

Ideation Methodology

A time-tested primer on the genesis of solid business ideas. Learn to explore ideas worthy of pursuit in a variety of forms and flavors. Research your resources, craft your narratives and roadmaps, and defend your ideas as part of this exercise.





IN A COMPETITIVE MARKETPLACE,
EXTRAORDINARY CUSTOMER
EXPERIENCES DISTINGUISH
WINNERS FROM LOSERS.

**THE SOCIAL DEXTERITY
WORKSHOP ENSURES THAT
YOUR TEAM CAN STAND OUT.**

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