

Building Teams Through Rhythm

Introduction

A **Drum Circle Playshop (DCP)** is a group of people having fun creating simple rhythmic parts on a chorus of tuned drums, percussion and musical instruments to create a dynamic music experience. DCP for Teambuilding provides uplifting and energising activities that allow all employees to feel empowered while building team spirit.

We use rhythm to explore and inspire group empowerment, leadership and community building. DCP builds leadership skills using the drum circle as a model and the many metaphors within. Participants will learn how to lead a successful rhythm-based event regardless of music background or previous experience.

The language of rhythm is a powerful one that transcends verbal communication. Participants will utilise skills requiring concentration, listening skills and communication leading towards enhanced camaraderie among all staff. Through drumming, employees interact in new ways that transcend titles, and as a successful drumming event is created, all barriers of social and economic status are removed.

The ultimate outcome of this memorable experience will lead to better relationships among participants while increasing confidence and building trust.

What to expect from our DCP event:

- ✓ **Helps establish company's Core Values and Brand Values through linkage with metaphors experienced in DCP**
- ✓ **Builds effective teams and empowers community**
- ✓ **Promotes "Out-of-the-Box" Thinking**
- ✓ **Promotes the concept of Servant-Leadership**
- ✓ **Promotes creativity and "can-do" mindset**
- ✓ **Opens minds to new ideas**
- ✓ **Promotes self-confidence by removing fear**
- ✓ **Promotes the concept of "teaching-without-teaching"**
- ✓ **Facilitates communication – listening skills and body language**
- ✓ **Builds trust and confidence**
- ✓ **Inspires community spirit and oneness towards a common goal**
- ✓ **Enhances wellness and health**
- ✓ **Helps reduce stress and release negative energy**



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Master Consultant for:



Service Quality Institute
The Global Leader in Customer Service

<p>9.00am – 10.30am</p>	<p>Let's Begin: Starring ME!</p> <ul style="list-style-type: none"> - Pair-up and conduct interview 	<ul style="list-style-type: none"> • Create a fun start • Breaking down of cliques or turfs • Promoting interaction with “unfamiliar” colleagues
	<p>A Gift of Gratefulness</p> <ul style="list-style-type: none"> - Team Members get a chance to appreciate someone openly 	<ul style="list-style-type: none"> • Allow indirect avenue for conflict resolution • Breaking down “unfriendly” walls and promoting reconciliation of differences or hurt feelings
	<p>It Only Takes a S.M.I.L.E to get the fire going</p> <ul style="list-style-type: none"> o S = Sincerity o M = Motivation o I = Integrity o L = Laughter o E = Enthusiasm 	<ul style="list-style-type: none"> • Create a fun environment before Drum Circle starts • Get members to understand the SMILE acronym and these become the foundation of effective teamwork
<p>10.30am – 11.00am</p>	<p>Teabreak</p>	
<p>11.00am – 1.00pm</p>	<p>Drum Circle Playshop</p> 	<ul style="list-style-type: none"> • Team members gather in circle and creating music together • Group participants transform from Individual >> Group Consciousness >> Percussion Ensemble >> Orchestra • Leaders transform from Dictator >> Director >> Facilitator >> Orchestra Conductor • Learning metaphors experienced in drum circle reinforcing the following: <ul style="list-style-type: none"> - Teamwork and Collaboration - Positive Can-Do Attitude - Thinking Out Of The Box - Leadership and Followership - Power of Diversity - The great feeling of success (when team reach orchestral level)
<p>1.00pm – 2.00pm</p>	<p>Lunch and Siesta</p>	
<p>2.00pm – 5.00pm</p>	<ol style="list-style-type: none"> 1. Team Discussion on Top 3 Lessons Learned from the Drum Circle Playshop and linked to Company's Vision and Mission and Core Values 2. Team Presentation on Top 3 Lessons in Picture Form 	<ul style="list-style-type: none"> • Team members will discuss and present the Top 3 Lessons learned • Marks shall be awarded for relevancy as well as degree of linkage to company's vision and core values.
<p>5.00pm – 8.00pm</p>	<p>Siesta and Dinner</p>	
<p>8.00pm – 10.30pm</p>	<ol style="list-style-type: none"> 1. Creative Musical Skit Preparation (1 hour) by Teams 2. Creative Musical Skit Presentation (1 hour) by Teams 	<ul style="list-style-type: none"> • Marks shall be awarded for Teamwork/Creativity/Acting Skills/Morale of story and relevancy to business as well as degree of linkage to Eriks vision, core values and “Think out of Box” concept.
<p>10.30pm – 11.30pm</p>	<p>KARAOKE CONTEST (OPTIONAL)</p>	<ul style="list-style-type: none"> • Teams will win points through songs • Scores for karaoke and skit shall be added up determine final winner for the night

FEELINGS: QUALITY SERVICE...FIRST TIME, EVERY TIME

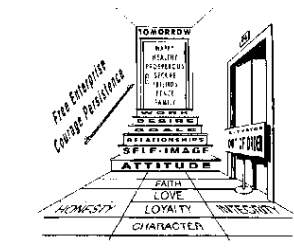


Introduction

Customer Service is all about *FEELINGS*. Customers stop coming because they feel hurt! On the other hand, when you take care of your customers' *FEELINGS*, they will remain loyal for life and will be your free advertisement.

The only way to stay in business is with *CUSTOMERS*. Customers' impression of the organisation is formed by employees - particularly by people on the front line. The people who work for you must ensure that customers' expectations are matched, and perhaps even exceeded, so that customers walk away feeling successful and happy with your service. Businesses need to learn how to attract them and keep them coming back. The transactional way of doing business must be replaced with customer relationship building.

Our 1-day programme mixes fun with learning. We use various aspects of Rhythm and Music to provoke learning about customer service and to create the awareness on the importance of customers service. Our programme emphasises a deceptively simple but winning approach to customer service – that a relationship is at the heart of every transaction. This programme helps your employees to understand the values, skills, techniques and attitudes necessary to deliver the outstanding, legendary level of customer service you need in order to make sure your customers are fully satisfied – and don't switch to competition. Customers will eventually give positive feedback about your company wherever they go or whoever they meet. Not only will this translate into a positive and good image for your company in the eyes of the public, your employees will feel good that they have performed professionally and have received due recognition. They will then be motivated to perform even better in the future. So, everyone WINS!

<p>9.00am – 10.30am</p>	<p>Introduction</p> <ul style="list-style-type: none"> o Music and Customer Service? o What are the similarities?
	<p>Why Service?</p> <ul style="list-style-type: none"> o Activity: SWOT Analysis o Vision and Core Values o A Customer Revolution has started and a Service Crisis is taking place – A Great Opportunity for Business Differentiation
<p>10.30am – 11.00am Teabreak</p>	
<p>11.00am – 1.00pm</p> <p>Stairway To Success</p> 	<p>The 6 Steps on the Stairway to Success: Motivation to Excel in Work and Life</p> <ul style="list-style-type: none"> o Self-Image o Attitude o Your Relationship with Others o Goals o Desire o Work <p>WOW! ... Beyond Basics</p> <ul style="list-style-type: none"> o The 5 Service Principles o Remember the Basic A.R.T. for Service o WOW! beyond the Basics – the Differentiating Factor in Business o “Better, Faster, Different”
	<p>Think Like the Customer, Act Like the Owner</p> <ul style="list-style-type: none"> o The 3 Value Points for Customers o Service vs. “Services “ – The “How” and not the “What”
<p>1.00pm – 2.00pm Lunch and Siesta</p>	
<p>2.00pm – 3.30pm</p>	<p>You Are The Organisation</p> <ul style="list-style-type: none"> o Five Body Language Do’s and Don’ts o Four Guideline for Dressing for Success o The Importance of Networking o Nine Techniques of Creating a Good Impression through E-mail and Voice mail
	<p>Techniques to Treat Customers as Welcomed Guests (Phone and Face-to-face)</p> <ul style="list-style-type: none"> o The Power of Positive Communication: Face-to-Face and On the Phone o Basic, Basic Telephone Skills o 5 Forbidden Phrases and Customer’s Hot Buttons
<p>3.30pm – 4.00pm Teabreak</p>	
<p>4.00pm – 5.30pm</p>	<p>Managing and Handling Customer Complaints</p> <ul style="list-style-type: none"> o Service Recovery and Customer Complaints o Customer Complaints as a Gift o Using the L.A.S.T principle to manage angry customers and restoring customer satisfaction
	<p>Internal Customer Service</p> <ul style="list-style-type: none"> o Common Courtesies at the Workplace o Remember the 3 C’s of Internal Customer Service o Managing Emotions with Your Boss, Co-Workers and Customers

Workshop Leader

DR. ALLEN TEH KEAT BENG

Dr. Allen Teh is the founder and Chief Executive Officer For the Centre for Customer Care (CCC) Malaysia. He has conducted extensive worldwide research on customer service as well as on customer behaviour related to business. His latest research was on Emotional Intelligence (EQ) and how that impacts business profitability through employees' work performance.

Dr. Allen Teh has more than 27 years of work experience in service operations as well as Human Resource Management, Management Consultancy and Training. He is an experienced Customer Service Consultant. Human Resource Consultant. Human Resource Professional as well as Executive Search Consultant. He has held senior managerial positions in diverse industries namely food and beverage, entertainment, manufacturing, property development and construction. insurance. oil-palm plantations and biotechnology. Dr. Allen Teh was also the Managing Consultant with Pricewaterhouse for a period of time.

As a trainer and consultant, Dr. Allen Teh has trained for banks, governmental bodies, healthcare organisations, insurance companies, security firms, travel and tour agencies, vacation clubs, direct selling, property development, fast-food restaurants as well as call centres.

Driven by an intense passion in customer service excellence and being a firm believer that customer service makes all the difference in business, Dr. Allen Teh is actively promoting and propagating this passion for customer service excellence in Malaysia and regionally. He welcomes everyone and anyone to join his crusade.

Dr. Allen Teh holds a Doctorate Degree in Business Administration from Southern Cross University, Australia and MBA from the University of Dubuque. Iowa. USA



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