



## A DIFFERENT WAY OF LEARNING

### **VIRTUAL LEARNING PUBLICATION 1 « From performance to relevance »**

- ✓ *How to end your days, weeks or months being satisfied with the progress of your project? How to become the Master of your time?*
  - ✓ *Apply the A7Blue tips and introduce winning elements to improve your resource-time management!*
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### **VIRTUAL LEARNING PUBLICATION 2 « Innovate in customer service without thinking... Hell is other people »**

- ✓ *How can extrapolated empathy allow you to better understand your customers, your employees, and your partners? How can you improve your interpersonal relationships to avoid uncomfortable situations caused by inadequate communication or uncontrolled emotions?*
  - ✓ *Choose A7Blue tips that will help you serve other in fun! Adopt winning elements so that everyone's expectation is harmoniously aligned!*
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### **VIRTUAL LEARNING PUBLICATION 3 « To retain your customers, go from transactional to relational action plans »**

- ✓ *How to add components so that your customer service support is noticed by your customers? By which means to dazzle/wow your customers by details whose impact is underlined? How to improve the overall customer experience?*
- ✓ *Implant A7Blue tips to shine in the eyes of customers! Strengthen your customer retention capital by following 7 thoughtful customer services practices!*

**WANT TO MOVE FORWARD? ACTION! IT'S VERY SIMPLE:**

View the corresponding virtual learning publication on our [www.A7resources.com](http://www.A7resources.com) website, download the documents and go through each of the suggested exercises. Through a sustainable implementation of these new successful tools, you will see visible improvements, both internally and externally.