

## **COMMON OBSTACLES:**



Tension within the office
High turnover
Customer & employee
dissatisfaction
Ineffective sytems

Difficult customers

Rocky hand-offs

Lack of communication

## WHAT WE FOCUS ON FOR LEADERS

- ▶ Leadership training of best practices
- ▶ 1-on-1 Mentoring
- > Structure systems to drive culture & results
- ▶ Leadership group collaboration

## WHAT WE FOCUS ON FOR **TEAMS**

- All Team Culture Trainings and Workshops
  - 1-on-1 Evaluations and Mentoring
    - Conflict Resolution Training
  - High Level Communication Training
    - Creative Customer Service Tools

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