

Junfermann Kongress



Herzlich willkommen!

The Big Problem! Das Grosse Probleme!

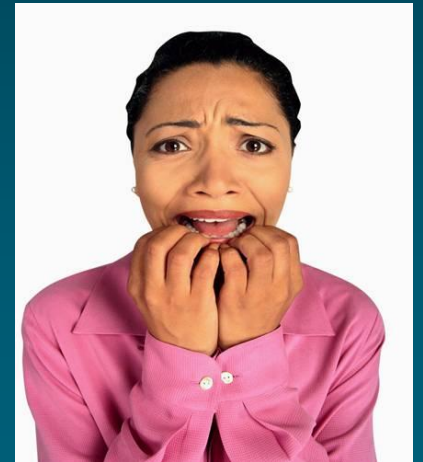
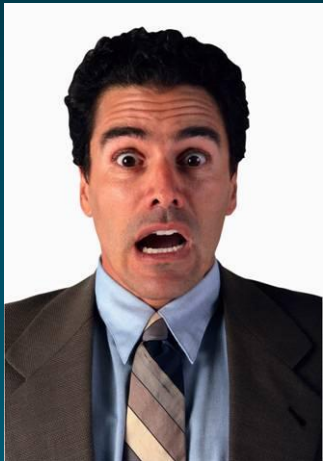


Shelle Rose Charvet





CRISIS



The New Reality



3 attitudes









ReFraming

“A Crisis is a terrible thing to waste.”

- Paul Romer, Stanford Economist

"There is no such thing as bad weather,
only inappropriate clothing."

- Martin Hill's Mum (he's VP of Marketing, Lawson)



ReFraming

Wait and see?

“You wait, it’ll be too late.”

Do nothing?

“You snooze, you lose.”



Customers are no longer customers.

They are our partners.



The 2 Power Principles

*Alles was Sie tun,
wirkt sich auf die Gefühlslage
Ihres Kunden aus.*

*Alles was Sie tun,
hat Einfluss darauf, was Ihr
Kunde über Ihre Organisation
denkt.*



Prinzip des Entgegenkommens

Wann immer Sie Menschen bewegen wollen, mit Ihnen mitzugehen, müssen.

Glauben Sie nicht, dass die Leute bereits dort sind, wo Sie sie gerne hätten.



Motivation Triggers and the Great Customer Attitude Shift

LAB Profile®



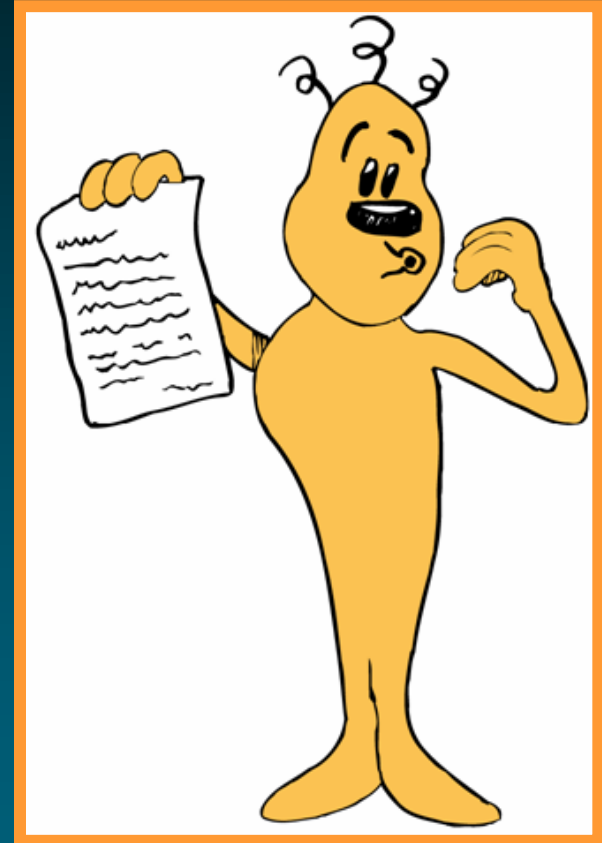
External

Influenced by outside
people/factors



Internal

Decides for themselves



Motivation Shifts

The Old Days	LAB Profile® Motivator	Shift in Behaviour	Shift in LAB Profile® Motivator	The Challenge
Do what they are told	External (influenced by outside factors)	Won't do what you want; insist on what they want	Internal (decides for self)	Difficult to influence; skeptical



Internal

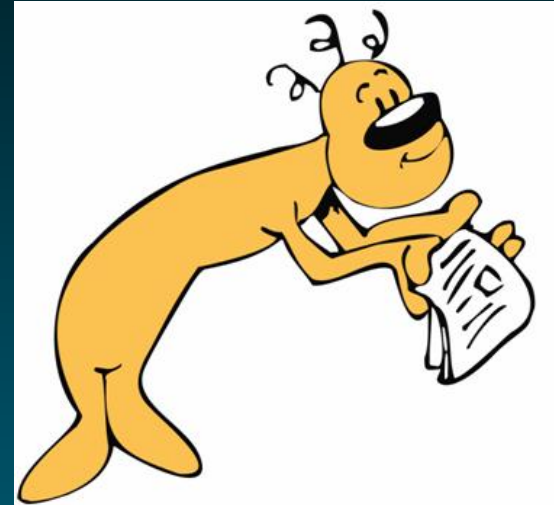
Decides for themselves



Use the Language of
Suggestion

External

Influenced by outside
people/factors



Others will notice,
results will show or
Command Language



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still grow? ”

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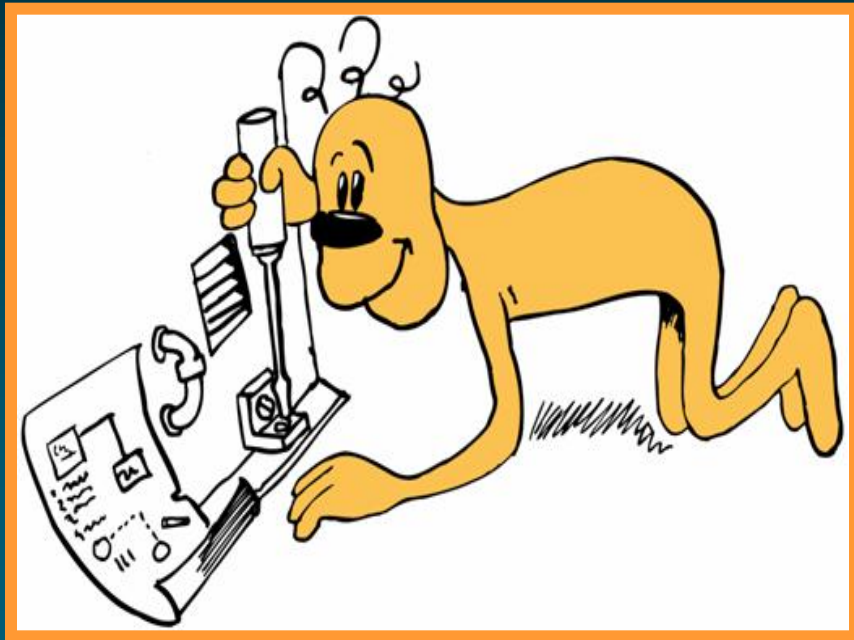


You should go!



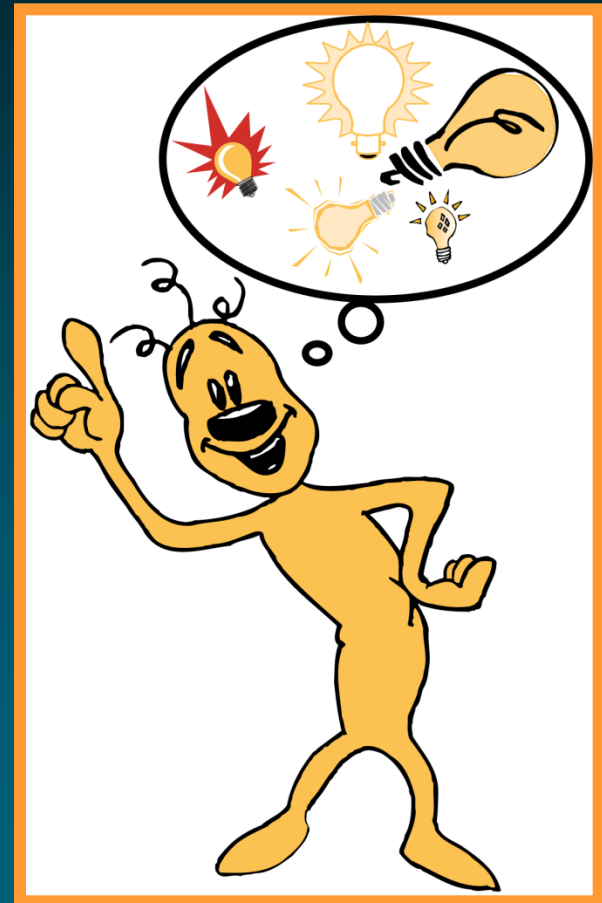
Procedures

Wants to follow step
by step process



Options

Prefers many choices
and alternatives









Motivation Shifts

The Old Days	LAB Profile® Motivator	Shift in Behavior	Shift in LAB Profile® Motivator	The Challenge
Will follow normal process	Procedure (follows a step by step process)	Insist on breaking the rules, want special deal, individualized services	Options (want customization, choices, alternatives, exceptions to the rules)	Difficult to cater to individual requests



Procedures

Prefers a step by step
process



The right way, next
step, the procedure,
here's how to....

Options

Prefers many choices



What else, another way,
alternatives, choices,
possibilities



The Great Divide







My Bank

Login



What else?



HusbandMotivator™



File Message

Ignore X Delete Reply Reply All Forward More Meeting

Team E-mail To Manager Reply & Delete

Rules OneNote Move Actions Mark Unread Follow Up Translate Select

Find Related Zoom Analyze Settings Help

Zoom Libretta

This message has been replied to or forwarded. Extra line breaks in this message were removed.

From: Wilhelm Vortisch <wv@v-software.de>
 To: Shelle Rose Charvet
 Cc:
 Subject: Re: FW: Undelivered Mail Returned to Sender

Sent: Sun 1/29/2012 5:20 PM

Hi Shelle,

I have send a question about Alain's mail provider to the "mail server division" of my company ...
 They said:
 The mail server at revelstokepartners.com has two problems:
 1. the reverse mapping ip on this mail server is not set correctly 2. the MX field on this mail server is not set correctly
 The result is, that mails of this mail server are rejected by our mail server postbote, because these two misconfigurations can be a hint for spam.

Two options for solving the problem:
 - Alain talks with his provider to solve the problems in their mail server configuration
 - our mail server postbote can allow mail from revelstokepartners.com with lower security (with the disadvantage, that spam send over this mail server can "disturb" you ...)

OK, that's your choice

Regards,
 Wilhelm

Am 29.01.2012 11:52, schrieb Shelle Rose Charvet:
 > Hi Willi,
 > This is the person who cannot send me email at weongozi. Is there
 > anything we can do?
 > Shelle
 >

Libretta

Accuracy 100%

Short Analysis More Info

The sender is aware of the things they do not want, and what may be going wrong that they want to prevent, avoid or fix.

Talk about problems or issues you could prevent and fix. Show how your suggestions will stop negative consequences from occurring.

Recommend

See more about: Wilhelm Vortisch.

Windows taskbar with icons for Internet Explorer, Firefox, Word, PowerPoint, etc. System tray shows time 6:42 PM.

Want More?

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www.shellescoolstuff.com

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