

CONFIDENCE WITH CUSTOMERS

Empowering Team Members to Build Trust, Handle Challenges, and Excel with Customers

- Gain stronger confidence in discovering customers' goals and build lasting relationships.
- Improve ability to de-escalate customer frustration and build rapport.
- Enhance emotional intelligence, self-awareness, professionalism, and productivity.

AWARENESS

Personality Essentials

Understand Self and Stress

Professional Presence

Cultivate Confidence and Business Ethos

CARE

Emotional Intelligence

Exhibit High EQ

Customer Care

Manage Customer Frustration

CONNECT

Safe Customer Boundaries

Customer Connection

Build Trust, Discover Dreams

Win the Day, Maximize Time

Why We Designed the FLP Confidence With Customers Series

Coaching thousands of Agents and Team Members for 25+ years, clients asked us for a program to help Team Members feel more confident and competent in building trust, discovering customers' dreams, and handling difficult customers, when needed.

In today's fast-paced insurance environment, sales and product knowledge aren't enough. Success comes from confidence, emotional intelligence, and the ability to connect with customers, especially in high-stress situations.

This 6-session professional development series equips Team Members with the skills to communicate effectively, manage emotions, and create meaningful customer interactions that build loyalty and trust. It blends practical strategies and best practices to empower Team Members to create better customer experiences.

This Series is a coach-led, small community where Team Members can build their confidence and skills.

Who Should Attend:

Customer Care and Sales Team Members

Newer Team Members still building their skillset

Anyone who wants to improve customer communication

To Learn More

 info@ourfuturelegacy.com

 www.ourfuturelegacy.com

Confidence with Customers Sessions:

Meet virtually for 6, 1-hour sessions occurring approximately every other week over 3 months.

The investment per Team Member is \$150/month for 6 months or \$300/month for 3 months.

For the entire team, it is \$295/month for 6 months or \$590/month for 3 months.



FLP CONFIDENCE WITH CUSTOMERS SERIES

Session

Focus

Personality
Essentials



Understand yourself
& manage stress

Professional
Presence



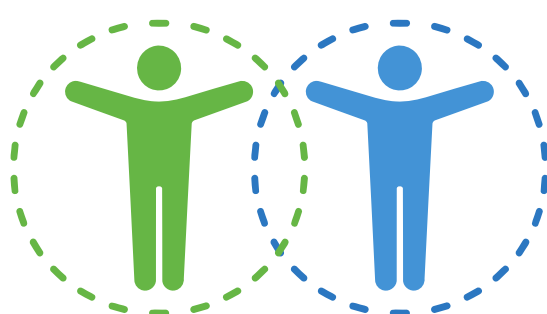
Cultivate confidence
& define business
ethos

Emotional
Intelligence



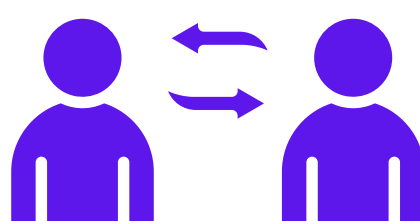
Exhibite high EQ
with customers

Customer Care
and Boundaries



Manage customer
frustration

Customer
Connections



Build trust & discover
customers' dreams

Lasting
Impact



Win the day &
maximize time

