

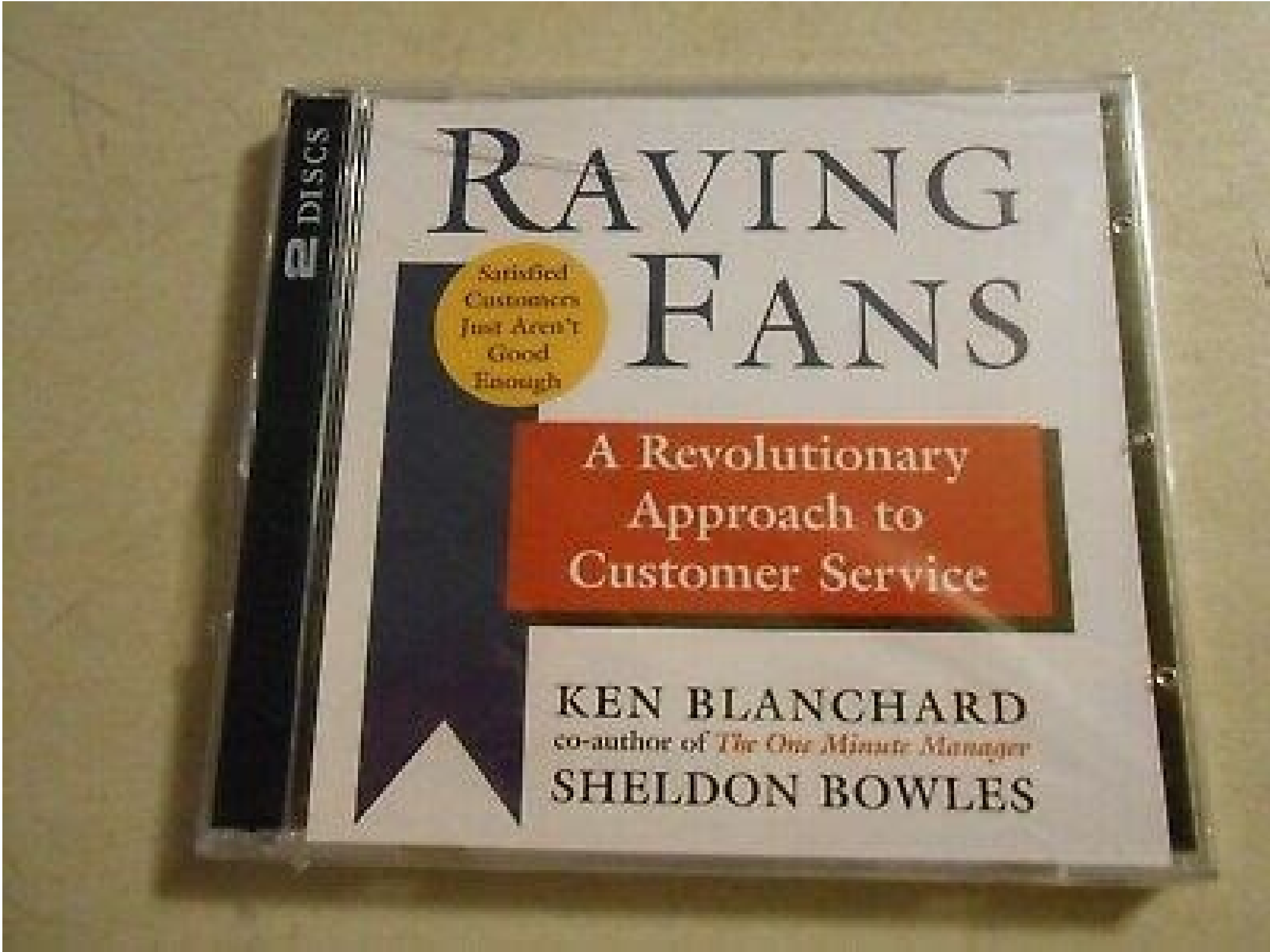
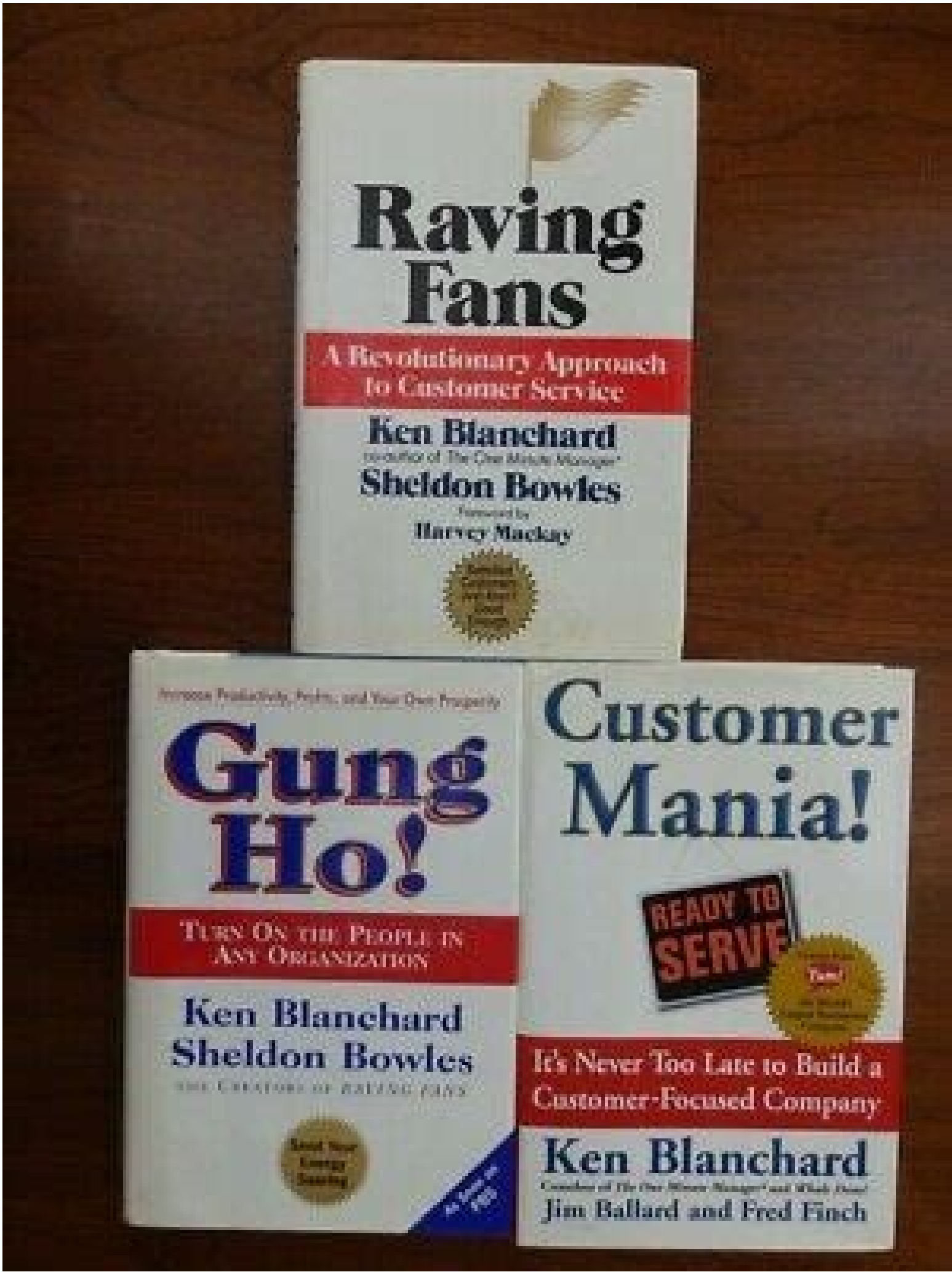
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Ken blanchard raving fans.

Written in the parable style of The One Minute Manager, Raving Fans uses a brilliantly simple and charming story to teach how to define a vision, learn what a customer really wants, institute effective systems, and make Raving Fan Service a constant feature--not just another program of the month. Decide what you want - Blanchard believes the process starts here. A business must decide what perfection looks like (in our case a church and its Sunday School must decide what perfection looks like). Business is in the midst of a service crisis that has left millions of disillusioned customers in its wake. To order a copy of Raving Fans through Amazon, click here Sorry! Something went wrong Is your network connection unstable or browser outdated? We need more raving fans of our Sunday Schools...raving fans who love to invite others to come and participate in their ongoing groups. More raving fans who will answer the call to step up to assume leadership roles. That's my prayer for the church...a vibrant, healthy Sunday School full of raving fans. A noted speaker, author, and businessperson, he serves on several boards and is currently busy with new projects: a chain of full-service car washes and three forthcoming books, High Five!, Kingdomality, and Road to Riches, all coauthored with Ken Blanchard. Deliver plus-one Blanchard said, "What I want you to see is that just having satisfied customers isn't enough anymore. Raving Fans includes startling new tips and innovative techniques that can help anyone create a revolution in any workplace--and turn their customers into raving, spending fans. Decide what you want 2. Raving Fans, in a nutshell, is the advice given to a new Area Manager on his first day - in an extraordinary business book that will help everyone, in every kind of organisation or business, deliver stunning customer service and achieve miraculous bottom-line results. In Ken Blanchard's book Raving Fans: A Revolutionary Approach to Customer Service, he told a parable-like story and helped his readers to understand three big essentials for creating customers who are much more than simply "satisfied" customers...they are raving fans of the business and don't mind telling others about it. The recipient of numerous leadership awards and honors, he is cofounder with his wife, Margie, of The Ken Blanchard Companies®, a leading international training and consulting firm.Sheldon Bowles lives in Winnipeg, Canada, and is president of Ode to Joy Limited, chairman of Precision Metalcraft Inc., and an associate of the Exchange Group. Raving Fans includes startling new tips and innovative techniques that can help anyone create a revolution in any workplace - and turn their customers into raving, spending fans. Wouldn't you love to have a Sunday School that creates "raving fans"? 2. Today you need raving fans to succeed." Let's look at each of his points and think how we might use them in our Sunday School ministries. 3. 1. You don't own those people. America is in the midst of a service crisis that has left a wake of disillusioned customers from coast to coast. If you really want a booming business, you have to create Raving Fans." This, in a nutshell, is the advice given to a new Area Manager on his first day--in an extraordinary business book that will help everyone, in every kind of organization or business, deliver stunning customer service and achieve miraculous bottom-line results. Deliver "plus-one" - This is the fun one! Just as water is hot at 211 degrees, it boils at 212 degrees and produces steam that powers locomotives. What's the difference? Just one degree of intensity. That's the idea behind Blanchard's third point...give your efforts an extra degree of intensity...do what you're going to do, then go one degree more - go "plus one." It reminds me of the verse from Ecclesiastes that says, "Whatever your hand finds to do, do it with all your might." Once you decide what "plus one" looks like in your church's Sunday School, tell your leaders! If you don't tell them what a "win" looks like, they'll determine that for themselves...that's just what leaders do. Andy Stanley is a big fan of "clarifying the win" - not clarifying what it means to do a great job so that we know if we've done it or not. Raving Fans is written in the parable style of The One Minute Manager and uses a brilliantly simple and charming story to teach how to define a vision, learn what a customer really wants, institute effective systems, and make Raving Fan Service a constant feature - not just a passing fad. Vis mereVis mindre Ken Blanchard, PhD, is one of the most influential leadership experts in the world. Just having satisfied customers isn't good enough anymore. Determine what the customer wants 3. In this example, a church would determine what a guest (or a member!) should experience if their time spent interacting with the church was one where perfection was achieved. Would the people find clear signage, a staffed welcome center, someone to personally escort them to their classrooms, a satisfying Bible study experience, a warm fellowship, a welcoming congregation, quick follow-up after the initial visit, etc? The list could go on and on! Decide what a perfect experience for members and guests looks like...get a clear vision in your mind of what you want to have happen. In 2005 he was inducted into Amazon's Hall of Fame as one of the top 25 bestselling authors of all time. Consider his three main ideas for creating raving fans: 1. He has co-authored 60 books, including Raving Fans and Gung Ho! (with Sheldon Bowles). It is centered on the customer's experience with the service or product produced by the company. Discover what the customer wants - Simply ask them. To understand a guest or member's expectations, be a great listener. Realize that you can't be everything to everybody...no one can, but do seek to understand your vision and the vision of the customer, and where gaps exist between the two, says Blanchard. They are just parked on your doorstep and will be happy to go somewhere else. His groundbreaking works have been translated into over 40 languages and their combined sales total more than 21 million copies. "Your customers are only satisfied because their expectations are so low and because no one else is doing better. Andre udgaver: Bog, hardback, brugt E-bog, ePub Vis mereVis mindre With a new foreword by Ken Blanchard A straightforward and snappy guide to successful customer service from the author of the bestselling The One Minute Manager.

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