



TRAINING DESIGNED AROUND THE NEED

Do You Offer Customized Training Programs?

Yes. Customized training is a core part of TSSi. We can adapt the content, examples, exercises, delivery style, and outcomes to reflect your organization rather than forcing your team into a generic program.

What can be customized?

- **Audience:** front line employees, sales teams, supervisors, managers, leaders, owners, or cross-functional groups.
- **Topics:** customer service, customer experience, sales, retention, follow-up, leadership, communication, workforce readiness, onboarding, and professional development.
- **Format:** keynote-style sessions, workshops, half-day or full-day training, multi-session programs, virtual, on-site, or hybrid delivery.
- **Examples and scenarios:** role plays and situations can reflect your industry, customer type, team structure, and recurring challenges.
- **Outcomes:** training can be tied to specific goals such as improved service consistency, better conversations, stronger follow-up, higher confidence, clearer accountability, or improved workforce readiness.

How we build the program

Before recommending content, TSSi gathers information about the audience, current challenges, expected outcomes, and what employees need to do differently after training. When appropriate, we may recommend an assessment or leadership conversation first so the program addresses the actual gap.

TRAINING SHOULD CHANGE BEHAVIOR

A customized program should not end with "that was a good session." The goal is practical implementation: what people will say, do, measure, reinforce, or improve when they return to work.

Build a customized TSSi training program

Book a strategy conversation or contact TSSi directly so a real person can learn what you need and recommend the right next step.

Strategy session: <https://calendly.com/devinannhwhite/strategy-session>