

# Diane Risk Consulting

- Promotes exceptional organizational success by developing individuals and management
- Communications enhancements through learning programs and behavior based coaching
- Facilitates leadership and training meetings
- Builds world class customer service teams that achieve an ideal balance between efficiency and effectiveness

## TRAINING CREDENTIALS and CERTIFICATIONS:

- Seven Habits of Highly Effective People, Franklin Covey
- What Matters Most, Franklin Covey
- Civil Treatment for Managers, Employment Learning Innovations
- Civil Treatment for Employees, Employment Learning Innovations
- Situational Leadership II, Ken Blanchard Companies
- Situational Self Leadership, Ken Blanchard Companies
- Learning Styles, Team Building, About Learning
- CareerPower, Career Systems International
- A Complaint is a Gift, Customer Service, TMI
- Mastering Training & Design, Excel Corporation
- Consultative Selling Skills, OutSell
- World Class Customer Service Skills, OutSell
- Coaching for Performance, OutSell
- Sales Management Coaching
- Executive Coaching
- Culinary Coaching

## SALES:

*Customer Service, Training, and Coaching Philosophy:* Maintain a laser focus on helping companies to build world-class, top performing customer service teams that achieve an ideal balance between efficiency and effectiveness.

- *Staff Development:* Consults with Management on performance, organizational and leadership matters. Conducts needs assessments and designs plan of action including meetings, training, coaching and follow up to improve employee and team performance.
- *Methods:* Identify the Top Performed habits, skills, attitudes and behaviors and transfer those skills to the rest of the customer service team.
- *Formula:* Generate top to bottom understanding and commitment to world-class customer service performance. Build a high performance expectation mentality into the customer service teams. Identifying transferable top performance customer service skills and habits at all levels in the customer service delivery chain. Implement training, coaching and accountability systems with the customer service team, the customer service supervisors/coaches, managers, and the executives responsible for success.
- *Program Development:* Creates and delivers successful programs including Customer Service, Team Building, Corporate Culture, Human Resource Issues, Management, Sales, Sales Management, Career Development, Policies and Procedures, Time Management, Communication, Organizational Development, Trainer Development and Presentation Skills.

# **Diane Risk Consulting**

## **PROFESSIONAL EXPERIENCE:**

### *Consulting, Training, Staff Development*

Certified instructors in various management, coaching, and sales training programs. Produced more than 16 hours of training modules-complete with songs and video-to convey The Money Store's unique culture and core values into the workforce, both in their heads and in their hearts.

### *Excellence in Action Highlights*

Honored by The Money Store Service Corporation for developing the Academy of Powerful Performers. Secured more than \$500,000 in training grants from the California Employment Training Panel to train new hires.

*Writing/Verbal Skills:* Demonstrates excellent communication skills for effective customer communications, proposals, correspondence, flyers, newsletters, internal communications, and training. Facilitates leadership meetings, sales training and public speaking for clients such as America Online, DirecTV, Raley's, Delta Dental, DeVry University, Educaid/Wachovia, Sutter Health, CafePress and Yuba Community College.

## **ADMINISTRATION:**

*Program Management and Development, Management:* Held direct accountability for planning, staffing, facilities management, and coordination of learning center for 2000 employees with 5 instructors, and 5 Staff.

## **EMPLOYMENT HISTORY:**

Prior experience in management consulting, training and development. Excellent record with former employers/clients, First Union/The Money Store (1997-May 2000), iMotors (January-March 2001), The Ken Blanchard Companies (May-October 2001), Yuba Community College District (2001-2002), OutSell (2002-Present), DeVry University (2003), Educaid (2003-2005) ICT Call Centers (2002-2005), Convergys Call Centers (2003-2005), Software Spectrum Call Centers (2002-2004) America Online (May 2002-April 2005), Delta Dental (July 2005-September 2005), Raley's, Bel Air, Nob Hill (October 2005-Present), DIRECTV (November 2005-Present),

## **DIANE RISK**

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