

Two Agency Academy Connections Remain. Will We See You There?



Don't miss out! Agency Academy Connections, hour-long samplings of learning opportunities, continues this week. Two sessions remain, including:

Understanding Behavior Preferences

Tuesday, August 22 at 3 p.m. EST

We have preferred ways to act and interact with others, and so do our customers. How effective we are with others depends on how we take others' preferences into account and how well we control our own. Having a better understanding of these preferences and utilizing versatility can help us resolve or even avoid unnecessary conflict caused by interpersonal friction.

<https://bit.ly/Connections822>

Customer Service Versus Customer Experience

Wednesday, August 30 at 11 a.m. EST

Customer service is usually demonstrated through one interaction with a business representative, whereas customer experience is the overall experience of delighting customers at every touchpoint with your brand. Customer experience is also proactive versus reactive. In this session, we will discuss examples of both and how you can create and measure customer experience in your agencies.

<https://bit.ly/Connections830>

Please note: You don't need to register for these events. The links above will take you right into the meeting at the scheduled time. To make sure you remember, you can copy the links and add them as meetings on your calendar.

Click [here](#) for the course flyer available for sharing.

Please plan to join us! Questions? Email agencyacademy@fmins.com.