

A bit more about Sandy’s programs:

No Risk, No Reward: Creating Breakthrough Performance Through Effective Risk-Taking

Great success in life is not all luck! If you have ever asked yourself, “How did **they** get so lucky?” when someone else achieves a life or career milestone, it’s time to take a look at what’s preventing you from reaching your own milestones. Thinking differently and taking appropriate risks are essential for gaining more success in life. After 15 years of holding herself back, Sandy broke through her own excuses and fears and propelled her personal income and fulfillment to heights she had never before believed possible. In this program, Sandy shares the mindsets and methods she used to achieve these goals. After this program, attendees will view risk differently, realize the critical importance of taking calculated and appropriate risks, learn important methods of gaining buy-in from others, and recognize and eliminate the excuses holding them back in order to create breakthrough performance in their own personal and professional lives.

It’s My Dream ... And Who Am I To Stop Me™?

This program is designed to help attendees learn and adopt the mindsets and habits of high achievers, as well as how to effectively set and accomplish their goals (not just set goals and forget about them, as is all-too-often the norm). Valuable mindsets and examples from Sandy's personal experience and the experiences of others will be shared to inspire attendees as they begin to develop a plan during the session to identify and fulfill their own dreams!

small investment... BIG Return!

Big success in business is not always simply the result of taking big, expensive action all at one time. In fact, it’s usually the result of taking small, consistent and inexpensive action on a regular basis that builds trust and rapport with customers and causes them to rave about you to everyone they know... building your business in the best way possible – via word-of-mouth! The sad fact is that good salespeople are no longer regarded as the true professionals they are, simply because too many sales “tactics” have been practiced on customers in the past. Also, common courtesy and basic follow-up have gone by the wayside in an overly busy, “over-technologized” society desirous of instant gratification. Solid sales principles woven with caring relationship-building skills and a customer service attitude are the focus of this program, in which Sandy draws upon her own sales experiences and expertise and that of others to show just how important the little things really are.

No Risk, No Reward: Creating the “WOW” for Internal and External Customers

Front line customer service representatives and managers must focus on customer satisfaction and building brand loyalty by creatively and empathetically serving customers. In this program, Sandy helps attendees discover how to create the **WOW** for customers by focusing on the question, “**Will I Or Won’t I?**” (“**Will I Or Won’t I**, at this moment, do what needs to be done to serve this customer... whether making an extra effort, going out of my way to get answers, or simply let them vent, focusing on solutions to their issues?”) Sandy helps employees, managers and supervisors realize and take the risks necessary to create exceptional experiences for internal and external customers alike.

What’s Your Slogo?

In this age of stiff competition, reduced customer trust and rampant impersonalization of customer interactions, differentiation through relationship-building and creative branding, positioning and marketing is essential. No longer can we look like “the same-old/same-old.” We must give customers a reason to notice, remember and choose us, then stay loyal to us and refer us to others. During this program, Sandy shares creative and entertaining ideas and examples to help organizations build lasting relationships and create memorable brands with effective logos, slogans and marketing messages, as well as creative differentiation techniques.

Get the Knowledge Out of Technology! (A guide for real estate professionals)

Technology played a large part in Sandy's business success. Prior to becoming a REALTOR®, she gained extensive experience with technology, having been a Systems Analyst, desktop publishing company owner and computer trainer, designing and implementing computer systems, as well as training people in their use. Thus, in addition to solid real estate and sales credentials, Sandy brings to the table an abundance of technical and hands-on knowledge, making her uniquely qualified to teach technology to real estate professionals. In this program, Sandy helps agents sort through the maze of technology options available, separate hype from reality, and assist them in developing a do-able Technology Plan of their own to help bring their business to top producer level, as she did hers!

Thank you for agreeing to speak to our company. I know this is what you do...and it takes a lot of preparation, which is much appreciated. You seem to understand what is needed, and are easy to communicate with, which means a lot when trying to plan something of this magnitude.

- Kathy Collings
Director of Training and Professional Growth
F.C. Tucker Company

