



Motivational Talks specifically for Call Centre Agents, Team Leaders, Supervisors & Support Staff

Extracts from Letters of Reference

Launched early in 2016 Rod's 60-minute motivational talk “**Seven Habits of Hugely Successful Customer Service Professionals**” embodies well-proven motivational and personal development concepts aligned with the realities of the lifestyle and aspirations of contact centre staff.

I found Rod Jones's 7 Habits seminar to be terrific. My contact centre agents found it enlightening and exhilarating spurring a few of them into action. Since the seminar, a few of my agents have been inspired to apply for internal positions and also to look at studying something that will enable them to grow within the business. The 7 Habits seminar made my staff take a hard look at their lives and careers and to make a choice as to whether they wanted more from their personal lives and their careers.

I look forward to a more positive workforce and I would highly recommend the 7 Habits workshop to any company. [Dhamu Patel. Head of eBucks Contact Centre](#)

The session was masterfully handled and facilitated, and featured the correct material to capture the audience attention. The call centre team was able to connect and identify with the subject matter of the 7 habits. The content was extremely valuable, with realistic examples of the path to success. [Shalandra Bunseelall. Head of Operations. PLP Group](#)

At first I thought that this presentation will follow the same route as most of the others – in at the one ear, out at the other! It is now 6 weeks later and the Agents are still referring to aspects of the presentation. What an impression you made on them! [Estelle van Zyl. Contact Centre Manager. Sasol Oil](#)

In relation to the “7 Habits” sessions, all I can say is I wish we could have got all of our agents through the workshops! The feedback and discussions continue to this day, and the motivational drive within these groups of agents is just what we needed at this point. Once again, it fitted in perfectly with our current direction and drive, the purpose of seeing a vision and career within what they do daily. [Marco Rihm. Divisional Head – Webhelp Cape Town](#)

Rod Jones recently presented a motivational talk to our Nerve Centre agents regarding the 7 Habits of Highly Successful Contact Centre Professionals that was fun-filled and very insightful. It has been a privilege to attend Rod Jones Master Classes and his motivational talks. He has a huge Contact Centre Knowledge Library that is accessible at any given time to provide support in the Call Centre industry. [Karla van Jaarsveld. Integr8 Nerve Centre Manager](#)

Your 7 Habits presentation and talk to our call centre staff really touched them, so much so that they took the initiative and created a comments book for you so that they could all tell you how much it changed their lives. I believe a new set of leaders was born from this talk and I personally can see the difference in every one who attended in their actions and behaviours on the floor. Leadership is something that cannot be taught, but I do believe it can be inspired and you succeeded in inspiring them to lead that day. [Steven Cory. Managing Director. Oaksure Insurance Brokers](#)

For more information, costs and bookings please contact Rod Jones at rod@rodjones.co.za
or call +27 (0)82-5689976 or visit www.rodjones.co.za