

# SERVICES

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**PROFESSIONAL COACHING SERVICES**

**CONSULTING & CHANGE MANAGEMENT SERVICES**

**CUSTOMER SERVICE TRAINING**



# SERVICES

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## **PROFESSIONAL COACHING SERVICES**

BUSINESS COACHING | EXECUTIVE COACHING | LEADERSHIP COACHING

## **CONSULTING & CHANGE MANAGEMENT SERVICES**

STRATEGIC PLANNING | PROJECT MANAGEMENT | CHANGE COACHING

## **CUSTOMER SERVICE TRAINING**

SALES INTEGRATION | CONFLICT RESOLUTION | TEAM COACHING

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# ABOUT GRIFFOX

GRIFFOX is a consulting agency based in Milton, FL. Our services include Professional Coaching Services, Strategy Consulting, Change Management Services, and Customer Service Training.

We believe suitable solutions can only emerge once we understand the customer's problem. This also requires dealing with your specific environment and looking at things holistically. A holistic view always contains different perspectives like strategy planning, corporate development, daily business, growth, and achieving your goals.

But let's not focus on GRIFFOX.

**Let's focus on you and your problem.** That is our objective. And it is the reason why GRIFFOX exists: to create “Solutions for Business and Life”.



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# OUR SERVICES



## WE HELP YOU STAND OUT AGAINST YOUR COMPETITORS!

GRIFFOX is your full-service consulting service. We guide your team and your organization through times of change!

Our consulting service helps you and your business manage and implement change in a structured and effective manner.

Our service provides guidance and support to organizations that want to make significant changes in their operations, processes, growth, or culture and need assistance.



# PROFESSIONAL COACHING SERVICES



- Is your business growing?
- Are you satisfied with your net income?
- Do you feel comfortable in your position?
- Is it easy for you to make decisions?
- Do you get honest feedback?
- Do you need strategic guidance?



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## • **Business Coaching**

We support you in

- identifying and implementing growth opportunities,
- reflecting visions & strategies,
- organizing chaos and managing problems,
- improving skills and abilities.

## • **Executive Coaching**

We support you in

- your decision-making process,
- your way to successfully reach your goals,
- reducing imperfections,
- improving your work-life balance.

## • **Leadership Coaching**

We support you in

- developing the skills, competencies, and knowledge necessary to lead your team or department successfully,
- improving personal skills like self-awareness, emotional intelligence, empathy, and resilience,
- reaching your goals and becoming the leader you strive to be.

# CHANGE MANAGEMENT SERVICES

- Are you facing serious changes?
- Is your strategy changing?
- Do you have an awesome team spirit?
- How do you assess your corporate culture?
- Are you looking for change management training?
- Do you want to stay in charge, but need change coaching?



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## We are experts in Change Management!

- **We have extensive knowledge.**
- **We are able to use different change models.**
- **We are certified in organizational change.**

We have created a unique change management framework in which our trained coaches help your company or team reach their goals when changes occur. By using our structured approach, we work with clients in various areas, including

- Organizational changes like building up new teams or departments or merging different teams into one department,
- Corporate changes like building up new regional departments,
- Implementation of new products, production methods, hardware, and software, which are accompanied by significant changes in workflows,
- Personnel changes in growth situations or staff reductions,
- Mergers and acquisitions,
- New or changed corporate strategies.

# CUSTOMER SERVICE TRAINING

- Are your customers happy?
- Are you satisfied with your reviews?
- Is your team spirit awesome?
- Is your customer service successful in sales?
- How do you handle conflicts?
- What are your steps to improve your customer service?

## We would love to support you in improving your customer service!

We offer you different services to optimize your customer service performance.

- Use our **strategy workshop** to define your vision and goals, take care of trends, and focus on your next steps.
- We analyze your status quo and design **individual training** to improve your skills and make your customer service awesome.
- We **coach your customer service** and support them in dealing with customers in the best way.
- We help you to **integrate sales** aspects into your customer service and to optimize your growth and your net profit.
- We offer **team coaching** to optimize your work relations and collaborate on a better level.
- And if you face conflicts in your teams, we support you in **conflict resolution** and help you to integrate the parties back into the teams.



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# WHY CHOOSE GRIFFOX?

- We support you in achieving your goals.
- We love to work with companies of all sizes and we will always find a rate that fits your budget.
- We have a huge knowledge to support you and quick response times.
- We have international experience.
- We can work on-site and remotely and always try to find the most convenient way.
- We build tailored solutions that fit your company in the best way.



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# HOW DO WE STAND OUT?

## GRIFFOX

- has extensive experience based on 20+ years of C-Level-Management
- loves to support companies that face challenging situations
- supports companies in organizing their chaos and improving their business
- finds clear and understandable words
- acts authentic and is solution-focused.



**WE SUPPORT YOU  
IN YOUR SUCCESSFUL  
TRANSITION!**

**CONTACT US NOW!**

**(850)-376-7843**

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