

Neal Whitten – Escalate Is Not a Dirty Word

This course presents the following topics:

- Meet the Author
- Introduction
- Course Overview
- Resolving Problems
- Why We Avoid Addressing Important Problems
- What is an Issue?
- What Is an Escalation?
- Escalation Guidelines
- Escalations are a Great Business Tool
- Different Approaches
- Who’s “Wrong” in an Escalation?
- When is an Escalation Over?
- Escalation Example 1
- The Open Door
- Escalation Example 2
- Answers to Commonly Asked Questions
- Power Snippets
- Exercise: Escalation Case Studies
- Exercise: Examine Your Escalation History
- Quiz
- Closing
- Evaluation and Certificate