

## POWER<sup>™</sup>

Enhancing Communication and Partnerships Between Loan Officers and Processing Teams

### What will you gain?

Sales support professionals play a vital role in the success of your operation. POWER equips your sales support with best practices to make an impact on your business and thrive in today's mortgage environment.

- Effectively partner with Loan Officers to provide an exemplary customer experience
- Fully embrace a "Raving Fan" customer service mindset
- Enhance communication with customers and Loan Officers

### How does it work?

POWER is comprised of two, 60-minute on-demand classes featuring XINNIX Performance Specialists who share proven best practices. Each interactive session includes a handout that students follow and complete during the training – ensuring engagement, comprehension, and retention.

In addition, POWER also includes a suite of valuable business tools so that participants can take their learnings beyond the classroom.

#### Intended Audience

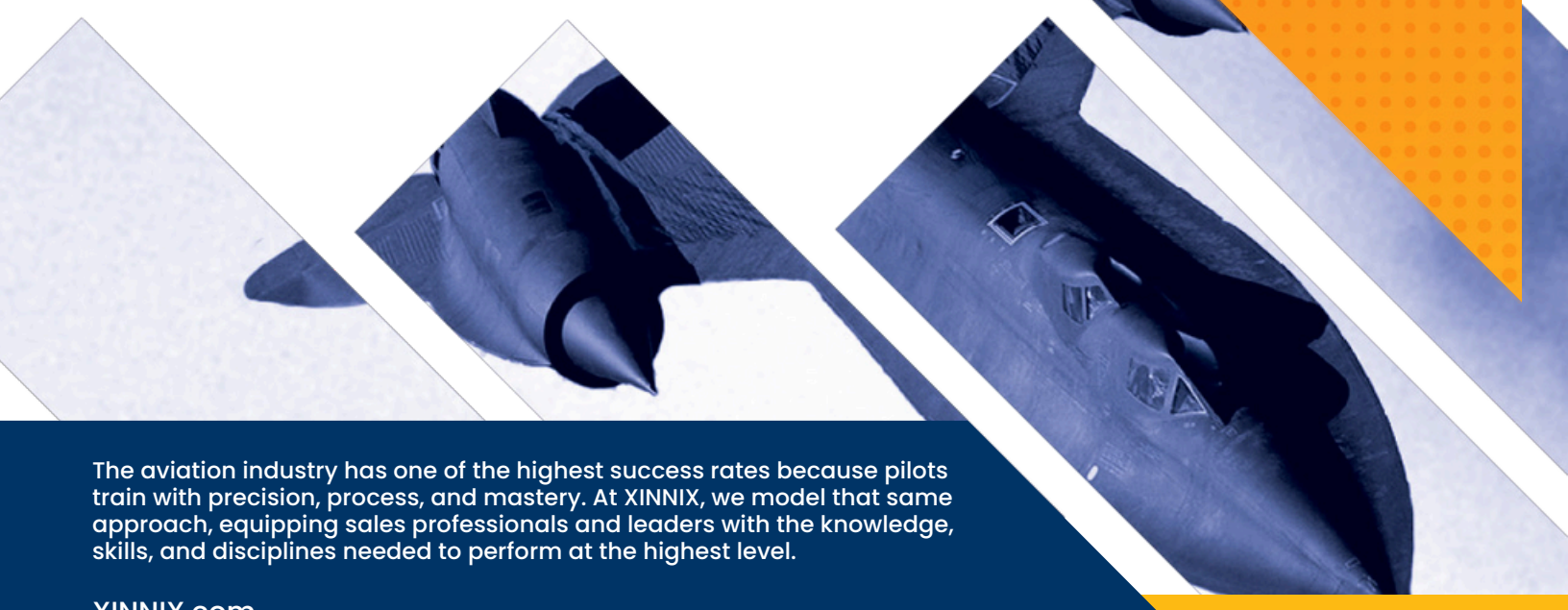
- Processors
- Administrative Assistants
- Junior Loan Officers
- Anyone in a supporting role to a Loan Officer

#### The Program Includes:

- Two, 60-minute on-demand classes
- Handout with each class

#### The POWER course includes post class business tools such as:

- Actionable Tips for Overcoming Objections
- Detailed Team Member Information Sheet
- Communication Styles Reference Sheet
- Email, Phone, and Listening Tips
- and more!



The aviation industry has one of the highest success rates because pilots train with precision, process, and mastery. At XINNIX, we model that same approach, equipping sales professionals and leaders with the knowledge, skills, and disciplines needed to perform at the highest level.

## Course Agenda

### Class 1 – The Power of Communication

Students will be empowered with proven techniques to enhance their written and verbal communication with customers and Loan Officers. During this power-packed class, a sales support professional will:

- Identify four basic communication styles of customers and Loan Officers
- Adjust communication style to communicate with customers and Loan Officers effectively
- Avoid negative listening habits that interfere with communication
- Enhance e-mail communications by implementing six key tips
- Conduct customer and Loan Officer phone calls with increased professionalism and focus
- Professionally address customer concerns and objections using a four-step process

### Class 2 – The Power of Partnerships

Students will learn to build stronger relationships with Loan Officers while gaining the tools to deliver exceptional service. Upon completion of this final class, a sales support professional will:

- Implement best practices for building stronger relationships with Loan Officers
- Assist Loan Officers in maintaining a pipeline through effective weekly team meetings
- Discover how to assist Loan Officers in delivering exceptional service with a passionate spirit