

# X POWER

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



## What's included?

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

### How does it work?

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



# Course Agenda

## Class 1 – The Power of Communication

Students will be empowered with proven techniques that will 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 effectively communicate with customers and loan officers
- 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 how 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



The POWER includes post-class business tools such as:

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

... and more

