

# *The Dynamics of* **Interpersonal Effectiveness™**

## **MISSION:**

To Master the Art and Science of Inter-Personal  
Communication

## **YOU WILL LEARN HOW TO:**

- ▶ Make a dynamic impression every time.
- ▶ Utilize the single most powerful technique for gaining control in an explosive situation.
- ▶ Convert complaints into additional business.
- ▶ Keep energy up and your attitude positive.
- ▶ Help your customer to get to the point.
- ▶ Save 25% or more of your time with three simple techniques.
- ▶ Avoid emotional trigger words that can damage your impact.
- ▶ Avoid sounding patronizing or trite.
- ▶ Be more confident and stay in control.
- ▶ Practice the strategy of two-way communication that is 100% goof proof.

## **SEMINAR ATTENDEES SAY IT BEST:**

“Very informative – I feel like I’ll be able to do my job better now. Great Tips!”

– *Caroline Simard, Customer Service, Leather Division*

“Speaker is inspiring and encouraging on both a personal and professional level. I always feel pumped up after I leave your seminar!”

– *Sharon Lucas, Hoag Hospital*

“Very good speaker, makes me think of so many ways to motivate others and, more importantly, how to motivate myself.”

– *Minnie Garcia, Hoag Hospital*

“Continues to provide the tools necessary to enhance leadership of service excellence.”

– *Nancy Bartlaut, Hoag Hospital*

