

Stress-Free Customer Satisfaction™

MISSION:

Survive and Thrive in Spite of Stress and Fatigue

YOU WILL LEARN HOW TO:

- ▶ Tame and put a leash on stress by recognizing its three stages.
- ▶ Reduce needless confusion by learning your customers' three preferred communication styles.
- ▶ Make your customers feel important and increase your self confidence at the same time.
- ▶ Use 10 proven steps to handle almost any customer complaint.
- ▶ Survive the most stressful situations by having a game plan; learn the 13 stepping stones of goal attainment.
- ▶ Use a 21-day checklist of proven stress reduction techniques.

SEMINAR ATTENDEES SAY IT BEST:

“The stress and frustration of a busy work schedule seem surmountable after attending this seminar. I was able to incorporate a number of ideas into my daily plan.”

– Elizabeth Hukulak, CMHC, Ottawa, ON

“Valuable – everybody complains of stress. This seminar provided actual tools and solutions that I can already see myself using.”

– Lindsee Fowler, Implementation Specialist, Blue Cross California

“Great content and delivery, engages audience and keeps them comfortable.”

– Sarah Gahman, Education/Feedback Spec. I

