

Employee Morale is the *KEY* to your business success!

How your employees treat your customers and each other, decides how *successful your company* is going to be.

Communication Camp for Survival

Do your employees really know how to handle upset customers? How do they fare with energy-sapping co-workers who are negative, moody, or rude? The reality is that most people simply do not know what to do when others are rude or negative. Employees get flustered, act troubled, and sometimes even reflect the same anger they are pelted with. At home, after feeling stressed during most of the day, employees sometimes seek solace in a drink or a drug. Some are abusive to a mate or a child. Some kick the dog and yell at the neighbors kids. And after a restless nights sleep, they get up and start over the next day. **YIKES!**

Eventually, employers bear the brunt. Employees get ill (or call-in sick when they actually are *not*) they clock-in, but barely work. When stress really takes over, employees quit. Although often we cannot *prevent* stress, we *can* provide **the tools for communication and coping** to prepare employees for stressful times. We cannot just expect employees to give first-class service and treat each other graciously -- these skills must be learned. We like to call Sid's seminars a type of *communication camp* -- you go away, have fun, and return knowing *exactly* what to do to survive the stress!

If you want your employees to treat your customers to an experience that makes them want to tell their friends about...

"CALL SID, YOU'LL BE GLAD YOU DID"

Sid will show your employees how to "Smile, Laugh, and Have Fun with customers, fellow employees, and even those they live with"!

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