

COMMUNICATION: A LOST ART

- 4 STEPS that make every customer and employee contact better
- Learning the power of empathy and how we can use it
- How to maintain our enthusiasm
- Choosing how we react and respond to people and events in our lives
- Understanding and being Understood

TELEPHONE AND FACE-TO-FACE IMPRESSIONS

- How favorable impressions create an edge for personal and organizational success
- What is the “right” impression and how to achieve it
- Smiling: What it will do for you and your customers-physically and emotionally
- How to bring out the best in our self and others

THE ART OF ASKING QUESTIONS AND LISTENING (Huh?)

- How to ask questions: Different kinds require different responses
- Developing listening skills to eliminate communication barriers

TELEPHONE TECHNIQUES-STARTING FROM SCRATCH

- How to structure your greeting on the phone
- How to take control of the phone call just by the way you answer it
- What to say on your voice mail
- How to have people not mind when you put them on hold
- Screen calls without lying or offending
- How to end every conversation with something positive
- What to say when calling customers

DEALING WITH AN ANGRY PERSON ON THE PHONE OR FACE-TO-FACE

- How to turn a negative conversation into a positive
- How to diffuse an angry customer
- Reducing conflict and overcoming resistance
- What to do when an angry customer attacks you personally
- Emotional trigger words to avoid
- How to apologize when a customer has been mishandled or misinformed

DO YOU.....

... Press the elevator button more than once?

... Count the items in the cart in front of you in the express lane?

... Dread waiting on one more customers?

... Count the minutes until you get off work?

Let us show you how to smile, laugh, and have fun with your customers, co-workers, and even those you live with!

“CALL SID, YOU’LL BE GLAD YOU DID”