WHO *IS* IN CHARGE?

Are you still…

- Pressing the elevator button more than once?
- Counting the items in the cart in front of you in the express lane?
- Waking up *already* in a bad mood?
- Cringing when the phone rings?
- Dreading waiting on one more customer or patient?

If you are doing *any* of these…

We've got the solution to your stress.

It is said that 85% of our success in our personal lives and in our job is based on communication skills and 15% on technical skills. After decades of dumping billions of dollars into technical training, educators and businesses are learning the harrowing truth: ***All technical skills are rendered worthless when people crumble under the pressures of everyday life.***

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. In the throes of battle, 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 -- <u>these skills must be learned.</u> 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!

The Best Investment You Can Make

Sid's **STEPS** method is proving to be one of the most phenomenally successful communications training systems ever developed. The **STEPS** provide an unsinkable foundation for managing stress and have renewed thousands of lives and companies by ***transforming habits***. While applying the **STEPS** in business and at home, many are becoming remarkably savvy, resilient, and positive in dealing with customers. As a result, employees are ***enjoying working with customers*** and one another!

Sidney C. Hurlbert
800-800-1606
seminars@sidneychurlbert.com
www.callsid.com