



Customer Service speeches for breakout or general sessions

Each program:

- ◆ Offers unique, proprietary content.
 - ◆ Can be delivered in a time frame ranging from 45 minutes to 3 hours.
 - ◆ Is content-rich, interactive and entertaining.
 - ◆ Can be tailored for virtually any association, industry, small business or organization.
 - ◆ Will benefit anyone who deals with internal or external customers.
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Adventures of The Undercover Customer™

There are interesting, funny, inspiring and amazing stories that come from the world of customer service. With each story, there are lessons about how organizations can build leadership that inspires and delivers the best customer service. Take a light-hearted look at challenges that everyone who serves customers faces and learn how to meet these challenges with less stress and positive outcomes.

Are Your Customers Buying You?

Why bother to give excellent customer service? Do customers really care? Even if they didn't, giving your best is actually good for you! Look at customer care and service in a new way. Become more convincing by learning how to *sell* customers on your solutions and suggestions. Prevent angry and agitated customers with targeted communication strategies. Or deal with angry customers in a way that allows you to give your best, without *giving it all*.

Are Customers Making You Sick? Defeating Workplace Dragons

Faced with the demands of customers, clients and co-workers, how can anyone remain positive, enthusiastic or energized? When hit with constant interruptions, distractions and change, is it possible to develop a more flexible relationship with time? Learn powerful new strategies and practical tactics that will build self-motivation, energy and ultimately, self-mastery that reaches far beyond stress management. Your attitude is the *music* behind the words you speak. Therefore it affects every encounter in your personal and professional life. Building an attitude and outlook that overcomes and defeats these workplace *dragons* is key to your effectiveness and ultimately, your well-being.

Gloria Thomas is the president of Wizard Workforce Development Inc., a Richmond, Virginia based training and consulting firm. Visit the Wizard Inc. website www.wizardinc.com or call 804.674.6111 for more information.

Unleashing the Communication Potential of Individuals and Organizations.™
