



COMMUNICATION AND CUSTOMER SERVICE SKILLS FOR TECHIES

Teaching left-brainers to speak with their whole brain

Seminar Description

In this seminar you'll take your customer service, sales, and general communication skills to the next level by learning to speak the language of right brainers—*you know*—the technologically-challenged...

Being a tech guru is difficult. Sometimes it appears as though the entire world is out to get you by repeatedly asking the same elementary questions, not reading manuals, pressing the wrong buttons, and refusing to re-boot.

This seminar focuses on scripts, verbal patterns, danger-phrases and power-phrases, step-by-step tactics, and specific words to help you speak the language your co-workers and customers need to hear. After this seminar, you will find that people magically *hear* those things that have been saying *all along*. Your newly-learned communication skills will result in happier customers, and a less stressful, more productive work environment for you! [And you just might improve the atmosphere at home, as well....]

In This Seminar You'll Learn:

- How to recognize the different learning styles and *speak the language of each style*
- How to avoid saying the wrong thing, or using **Danger Phrases** that make bad situations worse
- How to use scripting to effortlessly find the right words at the right time
- How to *be empathetic*, and *sound empathetic*, and speak to emotion before speaking to logic
- Customer service tactics used by the most successful companies in the world to turn customers into raving fans
- How the **universal laws** of science apply to communication, and how to work with those laws
- How to say **"No"** to a customer so it *sounds* like a **"Yes"** [This works on your boss too!]
- Brain basics, and how your brain affects the way you communicate, both positively and negatively
- Powerful strategies to help you be more persuasive and *make the sale*
- How to effectively give **constructive criticism and instruction** to even the most sensitive people
- How to project the image of a polished, approachable, savvy communicator
- Strategies to help you become a **more effective listener** and understand those around you
- Tips to help you truly understand what's going on in the minds of other people—including those at home

**FOR MORE INFORMATION ON HOW TO BRING THIS SEMINAR TO YOUR ORGANIZATION,
CONTACT US TODAY!**



DAN O'CONNOR

