



Mike Roberts
President, PDS

*Come spend a day with
Mike Roberts.....
A day you'll
Never Forget!*



Creating Great Customer Service One Customer at a Time

Saying, *"The customer is always right"* is easy, but it is hard to practice when you are involved in an emotional outburst, or being verbally abused. During this practical workshop you will give your people unique techniques and effective skills to manage the unmanageable people in your life.

Workshop Agenda

- **Smart Techniques for Better Communication.**
- **Your Vital Role in Customer Service.**
- **How To Really Hear What Customers Are Saying.**
- **Taking Care of Yourself While You Are Talking Care of the Customer.**
- **Using Teamwork as a Powerful Technique.**
- **How to Build Goodwill and Trust.**

Experience These Benefits

- ✓ **You'll learn what works and doesn't work with the angry customer.**
- ✓ **How to use language that empowers your customer.**
- ✓ **How you can get an angry customer back on track by the tone you use.**
- ✓ **The "Power Words" that every good communicator must know.**
- ✓ **What you do that they don't see that will calm YOU down.**

*"Excellent, funny, very entertaining." "The best speaker at the conference."
Cookie Dorsey, Training & Development Department
Texas Credit Union League*

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