



Mike Roberts  
President, PDS

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



## **Full Service Communication**

Back in the 1950's everyone who came to a gas station was given the "Full Service" treatment. The attendant knew just exactly what to say and do to please his customers so the customer felt special. During this unique seminar, Mike Roberts actually assumes the persona of an old gas station attendant and turns the stage area into a 1950's gas station (pictured above) as he shares with his audience how we all can become a full service communicator.

### **Workshop Agenda**

- How your behavior influences others.
- How to connect with different types of people.
- How to manage your emotions while helping others manage theirs.
- How asking questions can improve your listening skills.
- How to create a "win-win" attitude in any situation.

### **Experience These Benefits**

- ✓ Understand the real reason for miscommunication and how to fix it.
- ✓ Learn the powerful words that get people to think for themselves and take action.
- ✓ How to move conversations out of the past and into the present.
- ✓ How to sell the benefits of your ideas.
- ✓ Creating infectious positive thinking.

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

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