

What You Say *Before* You Even Open Your Mouth: (The Crucial Body Language Component from “Send the Complainer Away ... Happy!”)

What to do? What to say? Do you sometimes wonder about the best way to respond to a customer or fellow-employee concern?

Being more aware of and capitalizing on this key nonverbal 70% of our communication is a prime segment of successfully handling customer complaints. Communicating, both verbally and nonverbally, a desire to be “exceedingly helpful” is so crucial to customer service. Learn ways to expand your creativity and options for better meeting the needs of your customer, both the internal and external.

“You are one of the most exciting speakers! I always come away a little more positive, a little more productive, a little Better!”

June Graves, Dukes and Graves, CPA
Greenville, NC

“Your talk was energetic, inspiring, funny, lotsa fun. I certainly enjoyed every single moment and that’s a lot to say for me, it’s very difficult to ever get and keep my undivided attention.”

Mamie Dixon
Yoga Instructor