

Wednesday, October 18

7:30am - 12:00pm

at The Rewind Hotel

6075 Mills Civic Pkwy, West Des Moines



Anthony Huey

Customer Service Skills

- Communicate Clearly on the Front Lines

They say great communicators are made, not born, but improving communication skills is an area that even some of the best organizations overlook. This session teaches your front-line team the essentials of effective interpersonal communications. This highly interactive, hands-on session will teach employees at every level of business more effective ways to communicate — with clarity and purpose — to co-workers, customers, the public and a variety of others they deal with every day.

Learning Keys



What's Your Body Saying?

Understand how people interpret your body language and what you can do about it.



Become More Memorable

Increase the likelihood that someone will remember what you said.



Defuse Stressful Situations

Neutralize negative emotions that cloud judgement.



Have the Right Answers

Effectively respond to any question.



Communicate Clearly

Utilize inflection, voice, gestures and more to create an engaging, memorable conversation.



Say It Better

Learn better ways to raise objections, say 'no,' offer alternatives, and much more.

Register

Registration deadline: Wednesday, October 11th