

Winning Customer Satisfaction ... without *STRESS!*

A one day Interpersonal relationship Seminar that Fosters loyalty, alignment and commitment while promoting self confidence and the ability to create extraordinary relationships

DESIGNED FOR

Both managers and non-managers who interface with internal or external customers

Benefits:

Relationship skills

- Become aware of one's own interpersonal communication habits and how they impact others
- Create extraordinary relationships

Team Building skills

- Identify "hidden agendas" that interfere with clear communication and cooperation
- Develop attitudes and skills that create and nurture long lasting and trusting relationships with others
- Inspire others to exceed even their own expectations

Stress Elimination

- Eliminate stress and burn out in business and personal relationships
- Eliminate the tension cause by seemingly contradictory goals and objectives
- Handling change with aplomb



Cole Baker is president of the Compo Group. Over the past 25 years Mr. Baker has held positions ranging from field Service Engineer through President and Chairman of the Board of five High-Tech companies. Throughout his career Mr. Baker has pursued a study of the "Hidden Agenda Factor" in communications. He has taught psychology and philosophy at the university level, and has been featured on network talk shows.

Course Contents:

- Objectives and preview of workshop
- The value of interpersonal skills in management and team communication
- EXERCISE on mental focus
- Distinguishing commitments and goals
- EXERCISE on commitment
- Developing extraordinary relationships
- EXERCISE on Bond of Trust
- Life's a game
- EXERCISE Right/Wrong game
 - Pass out "Yeah-But" buttons*
 - Pass out "Article"*
- LUNCH break
- EXERCISE on disagreeing agreeably
- Calming others
- EXERCISE on Therapeutic Listening
 - Pass out "Talking Sticks"*
- Handling others with care (Statistics)
 - Pass out "Article"*
- Caring vs. Effectiveness
 - Pass out "Article"*
- ABC of eliminating stress
 - Pass out "Article"*
- EXERCISE 25 (Calming oneself)
- Q & A
 - Pass out reminders*

**The
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