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*Inside yourself or outside, you never have to change
what you see, only the way you see it. (Thaddeus Galas)*

Terri Knox

Advanced Seminar

If you have achieved the power of believing in yourself from Terri's introductory seminar, then you are ready to take the next plunge ... ***Understanding Today's Customer.*** The industry has seen a change in customer's behaviour, a tendency to be more demanding and more likely to complain than before. Do you know what your customers expect, and do you know how to satisfy those expectations?

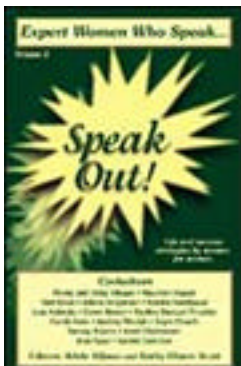


Customer service is not a function it is a habit or way of life. Participants can expect to achieve a higher confidence level that will allow them to be more competent in dealing with today's demanding customers. By connecting with your customers, they will more likely be satisfied with your service. Through a variety of team building exercises, the reality of teamwork begins to form.

Your team will be strengthened as we explore:

- *Teamwork concepts
- *Super-exceeding customer expectations
- *Effective communication skills
- *Coping with change in stressful times
- *Skills enhancement
- *Effective handling of conflict and/or difficult situations

Knowledge is power. As we increase our knowledge and skills, we become confident by our ability to excel in both our professional and personal lives. A confident and skilled employee can make the difference between an organization being mediocre or excellent.



**Expert Women Who Speak...Speak Out!
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