

ONE-TIME ONLY! FREE! 3 HOUR PROGRAM – REGISTER EARLY

COURSE ANNOUNCEMENT

I Can Fix That! What to Do, Even When You Think You Can't

From: Elaine Allison, Positive Presentations Plus Inc.

Date: May 7, 2016

Time: 8:30 a.m. Registration & Coffee
9:00 a.m. to noon
(15 min. break with Coffee/Tea & Baked Goods)

Location: **Granville Island Hotel**
1253 Johnston Street, Granville Island
Vancouver, BC

Cost: **Free to first 30 attendees** (session will be videotaped) Space is limited.

Presented by: Elaine Allison, CSP (Certified Speaking Professional)

For more information about Elaine Allison and Positive Presentations Plus Inc. visit:

www.elaineallison.com

In this session participants will learn;

- a) The 3 C's of service that expert service representatives always provide
- b) Understand the needs of both internal and external customers
- c) Understand new ways to deal with service breakdowns and uncovering 3rd Ways
- d) Discover and identify new “age friendly” service ideas and ensure your service levels are keeping up with this demographic
- e) Uncover a unique method for correcting and guiding people using the “Knock it Off Nicely” technique, whether it is your customer, boss or colleague
- f) Deal with conflict in a non-confrontational manner by getting to resolve
- g) Learn 3 new ways to deal with aggressive behaviour

Note: A Certificate (and credits where applicable), will be provided (and the program can be mentioned on a resume)

To Register Participants:

Email Participants name, title, company and email/phone #

To: info@elaineallison.com

A confirmation with more details will be emailed to each participant. Space is limited so pre-registration is necessary.

