

SORENSEN CONSULTING



CUSTOMER TELLS

An interactive training that will educate participants on approaches to various Personality Styles, listening skills, conflict resolution, and adaptation techniques that will create improved client and team experiences.



"Moving from the "Golden Rule" to the "Platinum Rule"- treat others how they want to be treated - is a mindset for success.

Customer Tells is an ideal training program for any sales, customer service, client-facing group and teams."

Dr. Ben Sorensen
President

OBJECTIVES

This interactive training session was designed to make the science behind Personality Styles easy to understand and implement. With their newfound awareness, Participants will be able to better meet the needs of others and achieve professional success. This session will provide participants with insight, tools, and strategies that can be immediately implemented.

LEARNING OBJECTIVES

- Learn how to quickly gather information about clients, prospects, and team members through their "tells" and develop skills for effectively responding and meeting needs.
- Participants will develop an understanding of their Personality Style and the style of others & then learn how to implement that knowledge in order to build healthy and lucrative relationships while fostering trust.

ADDITIONAL KEY SKILLS

- How to use proactive self-talk in order to have more positive interactions.
- Learn skills & techniques for active listening.
- Understand the trust models & equation.
- Improved conflict resolution skills.

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