

# Getting the Right Attitude – 7 Keys to A Customer Service Culture Webinar

Presented by  
The Telephone Doctor - Nancy Friedman

Tuesday, December 2, 2008  
1:00 p.m. – 2:30 p.m. (Eastern)

## **Education from the Comforts of Your Office!**

**Simple to access** - live training session, with visuals delivered via the Internet, and audio delivered via telephone (participating sites also receive hard copy of visuals).

## **What You Will Learn:**

Nearly all organizations want a Customer Service Culture. What do some organizations do to get and maintain that Culture? Everyone knows that fostering a positive mental attitude is critical to developing a Customer Service Culture. But how many people know exactly what brings about good mental attitude? What specifically are the KEYS?

Nancy Friedman, the Telephone Doctor has found and will share the 7 Characteristics of a Positive Mental Attitude; the attitude that you want to foster on your team to facilitate a true Customer Service Culture. This webinar is a humorous program that leaves the audience laughing and learning!

## **About Nancy Friedman**

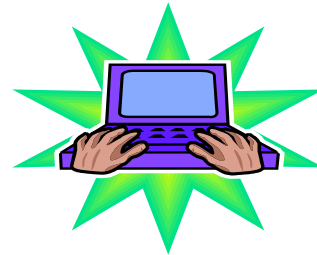
Nancy is one of the most 'asked back' speakers to conferences in the U.S., including the insurance industry's Million Dollar Round Table; the Professional Conference Managers Association; the National Association of Mortgage Brokers; the International Health, Racquet & Sportsclub Association and the Air Conditioning Contractors of America just to name a few.

Nancy is the founder and president of Telephone Doctor, a St. Louis based international customer service and communication skills training company. She has authored six best selling books, was recently selected as one of the Top 25 Most Influential Business Women in St. Louis and is the spokesperson in the Telephone Doctor DVD library series. Born and raised in Chicago, IL, Nancy and her family now reside in St. Louis, MO.

She has appeared on programs with such giants as General Colin Powell, Ken Blanchard, Bobby Knight, Lou Holtz and was a featured speaker at the Tom Hopkins Sales Boot Camp. It's a perfect fit for owners, managers, top-level executives and sales departments.

In addition, Chambers of Commerce from across the United States have brought in Nancy to provide a customer service, value added program for their own members, as well as their staff.

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