

The Mental Game Of Customer Service™

Getting Inside The Customer Service Performance Zone™

Customer service champions are the front-line warriors of any organization. They maintain superb relationships with customers. They create an outstanding customer service experience. They handle challenges beautifully and perform to their potential-on command. You can do these things and more when you learn the mental game success strategies of superstars from the world of business, sports and the arts. This program gives you the performance secrets they use that will dramatically impact your ability to handle customer service situations with tact, diplomacy and a champion's mental game.

You will learn how to develop a self-coaching success system, how to develop inner self-motivation, how to create a peak performance zone to deal effectively with difficult customer issues in real time, and how to ultimately reach more of your potential. The Mental Game Of Customer Service provides a master success blueprint for realizing your excellence in the workplace. You can do all this and more when you learn the mental game powers top achievers utilize to get ahead. You will boost your confidence, your effectiveness levels and your ability to sustain success for the rest of your life.

For audiences who want a content-rich, nuts and bolts program, **The Mental Game Of Customer Service** provides fascinating stories and success strategies about being an outstanding service provider. You will hear about new trends, best practices and craft strategies for bringing them to life in your work world. You will learn many of the approaches that world-class customer service professionals use to build and maintain superb customer relations. You'll build a mental game toolkit of communication and conflict resolution skills that you will begin using immediately and will use repeatedly over your lifetime. Here are some more of the powerful benefits you'll receive from this entertaining and practical program:

- **Learn how to avoid or handle conflict situations and stay on track mentally and emotionally.**
- **Ignite your inner mission to serve others to maintain high levels of motivation-every day.**
- **Learn how to enter the zone- that magical mental flow state- to perform to your potential.**
- **Craft a powerful self-coaching system to help you continually improve over your lifetime.**
- **Build the winning confidence that can help you handle any situation that comes your way.**

In this program Bill Cole teaches you the mental game skills of world-class performers, just as he has for major corporations, for the top collegiate athletic programs in the US, and for world-class professional athletes and coaches. You will learn the secrets of applying these skills to your world of customer service excellence.

Available as a breakfast, luncheon or dinner keynote speech, or as a half-day or full day interactive workshop, **The Mental Game Of Customer Service** can be fully customized for your group's needs. Organizations can use this program in retreats, meetings, team sessions and more.

Your Service Leader is Bill Cole, MS, MA. Bill is a leading expert in the world of peak performance. He has been a professional coach for over 40 years, including big-time college athletics and major-league pro sports. He's a published book author, with over 500 published articles to his credit. "Bill Cole has developed a comprehensive mental training program aimed at promoting peak performance. Here's a mental toughness course with the right motives. Cole can repair your attitude."--**San Jose Mercury News**. "A world class coach"--**The National Speakers Association**. "An expert in the psychology of workplace productivity."-- **Alain Pine Real Estate**. "... an authority on sports psychology... He is one of the top peak performance coaches in the country"-- **Stanford University**. "Bill Cole is a mind guru... he is among the elite mental game peak performance experts in this country."--**The American Society of Anesthesiologists**.

Ask about these other winning programs: **Winning The Mental Game Of Golf, Winning The Mental Game Of Selling, The Mental Game Of Speaking, Winning The Mental Game Of Team-Building, Winning The Mental Game Of Life.**

To book this program, or for more information, please contact us today.

WILLIAM B. COLE CONSULTANTS - Peak Performance Solutions

Coaching, Consulting, Facilitating, Workshops, Seminars, Speaking, Development, Learning Tools

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