

# Winning Customer Satisfaction ... without *Stress!*

## A 2-day seminar

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### Designed for

those who interface with external  
or internal customers

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#### Benefits

##### Communication Skills

- Eliminate sources of upsets in dealing with others
- Become aware of one's own inter - personal communication habits and their impact
- Expand creativity
- Learn to disagree agreeably

##### Team Building Skills

- Identify "hidden agendas" that interfere with clear communication and cooperation
- Develop attitudes and skills that create and nurture long lasting and trusting relationships with others
- Exceed your own expectations

##### Stress Elimination

- Eliminate stress in business and personal relationships
- Eliminate the tension caused by seemingly contradictory goals and objectives



Cole Baker is president of the Compo Group. Prior to starting The Compo Group, Mr. Baker has held positions ranging from field Service Engineer through President and Chairman of the Board of five High-Tech companies. He has taught psychology and philosophy at the university level, and has been featured on network talk shows.

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### COURSE CONTENTS:

#### I Introduction

- The value of interpersonal skills on job performance
- Objectives and preview of workshop

#### II Understanding People

- Right/wrong game
- Dominate Game
- Avoid being Dominated Game
- Win/lose game

#### III Eliminating Stress

- Identifying personal stressors
- Maintaining a calm presence in difficult situations

#### IV Team Building

- Dealing with argumentative people
- Acknowledging others
- Identifying the real objectives
- Alignment vs. agreement
- Keeping Commitments
- The value of initiative and persistence
- Distinguishing commitments and goals

#### V Leadership

- Enthusiasm
- Self Confidence
- Credibility
- Forcefulness
- Influencing others to do what they may resist doing

#### VI Personal Development

- Improving listening skills
- Staying focused
- Expanding lateral thinking (creativity)
- Working with powerful people
- Handling change
- Avoiding the perception of indifference

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