

*Delivering **KNOCK OUT** Customer Service*

by

Scott Warrick, JD, MLHR, CEQC

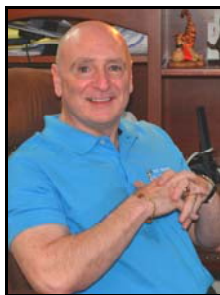
Human Resource Consulting, Employment Law & Training Services

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- ❖ **Why do HUMANS REACT the way they do?**
- ❖ **How can you calm a situation by “BURNING OFF” a client’s adrenaline?**
- ❖ **How can you use “VERBAL JUJITSU” to diffuse situations rather than escalate them?**
- ❖ **What role does “EMPATHIC LISTENING” play in diffusing situations?**
- ❖ **What impact does Emotional Intelligence have on Customer Service in real life “CASE STUDIES”?**
- ❖ **How does good EMPLOYEE RELATIONS play into providing good CUSTOMER SERVICE?**
- ❖ **How do excellent companies keep their focus on good Customer Service ... such as with DISNEY, NORDSTROM, FED-EX, etc.?**
- ❖ **How does establishing a “COMMON UNDERSTANDING” help build “RELATIONSHIP” and “TRUST” with upset clients?**
- ❖ **What STYLE OF COMMUNICATION works best in dealing with upset clients?**
- ❖ **How can you keep EXPECTATIONS REALISTIC and minimize FRUSTRATION?**

Join Scott Warrick, one of Ohio’s most popular speakers, as he shows you how to effectively diffuse conflict with clients rather than escalating the situation in his own unique, practical, entertaining and humorous style. Scott will use his over 30 years of Human Resource Management experience to tell you how to use this information **IMMEDIATELY!**



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Link Up With Scott On [LinkedIn](#)

One of Business First Magazine's "20 People To Know In HR"

CEO Magazine's 2008 Human Resources "Superstar"

Nationally Certified Emotional Intelligence Counselor

2012, 2010, 2008, 2007, 2006 and 2003 SHRM National Diversity Conference Presenter

[Scott Trains Managers and Employees ON-SITE in over 50 topics](#)

Scott travels the country presenting his various programs, including his **["The Seven Skills of Tolerance,"](#)** **["Bullying and Healing The Human Brain,"](#)** **["The 7 Myths & 7 Skills of Strategic HR,"](#)** **["Freaks & Geeks: Preventing All Forms of Bullying & Harassment In The Workplace"](#)** and **["Emotional Intelligence For Humans."](#)**

Scott Warrick specializes in working with organizations to *prevent* employment law problems from happening while improving employee relations. Scott uses his unique background of **LAW** and **HUMAN RESOURCES** to help organizations get where they want to go.

Scott's academic background and awards include:

- Capital University College of Law (Class Valedictorian (1st out of 233))
- Master of Labor & Human Resources and B.A. in Organizational Communication: The Ohio State University
- The Human Resource Association of Central Ohio's Linda Kerns Award for Outstanding Creativity in the Field of Human Resource Management and the Ohio State Human Resource Council's David Prize for Creativity in Human Resource Management

For more information on Scott, just go to **www.scottwarrick.com**