

# *Delivering **KNOCK OUT** Customer Service*

by

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- ❖ Why do **HUMANS REACT** the way they do?
- ❖ What is the “**NEUROLOGY OF EMOTIONS**” and why do we humans react the way we do?
- ❖ How can you calm a situation by “**BURNING OFF**” a client’s adrenaline?
- ❖ How can you use “**VERBAL JEET**” to diffuse situations rather than escalate them?
- ❖ What role does “**EMPATHIC LISTENING**” play in diffusing situations?
- ❖ How can you keep yourself calm in **CONFLICT SITUATIONS**?
- ❖ What impact does Emotional Intelligence have on Customer Service in real life “**CASE STUDIES**”?
- ❖ What is the “**MAGIC BULLET**” in the **VERBAL JEET** system of resolving conflict?
- ❖ Why is **EMOTIONAL INTELLIGENCE** a **KEY SKILL** in Resolving Conflict?
- ❖ 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?
- ❖ What is the **MAGIC BULLET PHRASE** to use in resolving conflict?

**AND MUCH MORE!**

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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Scott Warrick, JD, MLHR, CEQC, SHRM-SCP ([www.scottwarrick.com](http://www.scottwarrick.com)) is both a practicing Employment Law Attorney and Human Resource Professional with over 35 years of hands-on experience. Scott uses his unique background to help organizations get where they want to go, which includes coaching and training managers and employees in his own unique, practical, entertaining and humorous style. Scott trains managers and employees **ON-SITE** in over 50 topics.

Scott combines the areas of law and human resources to help organizations in “Solving Employee Problems **BEFORE** They Happen.” Scott’s goal is NOT to win lawsuits. Instead, Scott’s goal is to **PREVENT THEM** while improving **EMPLOYEE MORALE**.

**Scott Trains Managers and Employees ON-SITE in over 50 topics** ... all of which can be customized for you. ***LET SCOTT DESIGN A PROGRAM FOR YOU!***

Scott’s “**Employment Law Videos**” on the ADA, FMLA, FLSA and Harassment. “**The Human Resource Professional’s Complete Guide To Federal Employment And Labor Law**” & Scott’s “**Do It Yourself HR Department**” are favorites for anyone wanting to learn Employment Law and run an HR Department.

Scott has been named one of Business First’s 20 People To Know In HR, CEO Magazine’s 2008 Human Resources “Superstar,” a Nationally Certified Emotional Intelligence Instructor and a SHRM National Diversity Conference Presenter in 2003, 2006, 2007, 2008 and 2012.

Scott has also received the Human Resource Association of Central Ohio’s Linda Kerns Award for Outstanding Creativity in the Field of HR Management and the Ohio State Human Resource Council’s David Prize for Creativity in HR Management

Scott’s academic background and awards include Capital University College of Law (Class Valedictorian (1st out of 233) and Summa Cum Laude), Master of Labor & Human Resources and B.A. in Organizational Communication from The Ohio State University.

For more information on Scott, just go to **[www.scottwarrick.com](http://www.scottwarrick.com)**.