

# *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?
- ❖ 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 and entertaining style. Scott will use his 40 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 40 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 & Employees ON-SITE in over 50 topics,** all of which can be customized **FOR YOU!**

***LET SCOTT DESIGN A PROGRAM FOR YOU!***

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

Scott is also a TWO-TIME best-selling author. His first book, [\*Solve Employee Problems Before They Start: Resolving Conflict in the Real World\*](#), is a #1 Best Seller for Business and Conflict Resolution. It was also named by EGLOBALIS as one of the best global Customer and Employee books for 2020-2021. Scott’s most recent book, [\*Living The Five Skills of Tolerance: A User’s Manual For Today’s World\*](#), is also a #1 Best Seller in 13 categories, including Business Leadership, Educational Leadership, Minority Studies, Organizational Change, Religious Intolerance, Race Relations and Workplace Culture, to mention a few.

Scott travels the country presenting seminars on such topics as Employment Law, Conflict Resolution, Leadership and Tolerance, to mention a few.

Scott’s [\*\*MASTER HR TOOL KIT SUBSCRIPTION\*\*](#) is a favorite 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 Quotient Counsellor (CEQC) and a SHRM National Diversity Conference Presenter in 2003, 2006, 2007, 2008, 2010 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).**

