



Featuring Nationally
Renowned Speaker

Bill Drury

President of Bill Drury
Seminars

Sponsored by:



**South
State**



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Please contact
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Presents An Award-Winning Workshop

**Angry People, Irate Customers and the
Upset Public**

**(How to turn the tough customers into your
best customers!)**



Choose from morning sessions

February 9th or 10th

8:30 AM - 12 PM

SUBJECT MATTER COVERED

- Why is everyone so angry?
 - The top 10 things that tick your customers off
 - Turn angry customers into raving fans of your business
 - Listen effectively
 - Clarify communication in conflict
 - Maintain a winning attitude
 - Calm angry people
 - Avoid escalation
 - Negotiate a reasonable settlement
 - Exceed expectations
 - Handle ornery people (and not let them get the best of you!)
 - How to tactfully "fire" unreasonable customers
 - Overcome stress and burnout
- And More**

Member Registration Fee:

(Before 2/3/2022)	(After 2/3/2022)
\$119 each	\$139 each
\$109 each, 5 or more	\$129 each, 5 or more

RSVP REQUIRED ONLINE
www.stuartmartinchamber.org

**Stuart/Martin County Chamber's
Treasure Coast Urgent Care Conference Center
1650 S. Kanner Highway., Stuart**