

Welchlin Communication Strategies

Speeches, Seminars and Workshops

Kit R Welchlin is a **high-energy speaker**, who utilizes a variety of proven approaches and techniques that truly motivate listeners. Kit teaches audiences the principals of good communication skills and how to apply strategies to enhance their personal and professional lives.

As a professional seminar leader, Kit draws from his years of business management **experience** and communication **expertise**, and shares pragmatic strategies that address the issues we all face at work.

Clients appreciate that Kit takes the initiative to tailor presentations to meet their specific needs. Each presentation can be modified to a twenty minute key-note address or to a full-day seminar. Participants enjoy Kit's **sense of humor**, speaking competence, and the **powerful and positive** message he delivers



Kit R Welchlin

"Experience, Expertise, Enthusiasm"

Speeches, Seminars and Workshop Topic:

Customer Service - Sensational Strategies for Internal & External Customers

According to the Merriam-Webster dictionary a customer is a regular or frequent buyer. According to Welchlin, a customer is your best friend! Our customers and how we serve them is not only our lifeline but the bottom line.

Research shows that we never hear from 96% of the people that are unhappy with us, our organization, or our service. Do you really know how you're doing? Learn world-class strategies that work.

Learn:

- the critical points of encounter
- five reasons why customers become unsatisfied
- why complainers are our most valued customers
- the strategies to gain and maintain positive customer relations
- the do's and don'ts of professional customer service.

Turn that one-time customer into a lifetime customer!

Welchlin Communication Strategies
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Rock-solid presentations that are well-researched, well-rehearsed and well-received