

Some could consider our audience tough, but Garrison kept them riveted with his presentation. They constantly remarked that his presentation is one of the best they've ever seen. Comments include "Excellent," "Great," "Motivating," and "I will be able to put what I learned today directly to use."

Nortel Networks

I just got off of the phone with my VP/GM and divisional VP and they both thought he was just great! Also - all of the customers and folks that I talked to just loved him. He was a big hit!

American Express

We have used Garrison fifteen times already this year, with terrific results. His funny, interactive approach keeps the group focused, and his "dealing with difficult people" segment, among others, was particularly effective. Garrison helps us provide excellent value-added training to our customers.

AIM Management's Financial Institution Division

Partial Client List

American Express

Exxonmobil

Bank One

UPS

The Department of Defense

Shell

Mercedes Benz

ChevronTexaco

Smith Barney

The Government Procurement Association

9-1-1 Emergency Networks

AIM Management

Honeywell

Prudential Financial

The Institute of Certified Financial Planners

Komatsu International

Dow

Nortel Networks

Alltel Communications



G A R R I S O N



Customer *Focused* Service

Relationship Management

- Managing expectations and emotions
- How to make sure your customers feel heard: listening like an industry leader
- What customers really want: Love, Money & Prestige
- Leveraging relationships
- Attracting people with gratitude
- Dealing with difficult people

Developing Customer Focused Systems

- Simple systems that create customer care
- The customer is on the line: telephone skills
- The five things you should never tell a customer
- Everything you ever wanted to know about asking effective questions, but were afraid to ask
- Creating a repeatable process

The Future Of Customer Service

- Establish credibility, reliability and responsiveness in dealing with customer issues
- Solving problems before the customer knows they have them
- How to make sure your behavior does not betray your skill
- Maintaining long-term customer relationships
- Staying persistent with clearly defined outcomes

ADDITIONAL CLIENTS & COMMENTS

Nextel Communications
Allstate
Baker Hughes
Stewart Title Company
Chase Manhattan Mortgage
Port of Houston Authority
RE/MAX
TD Waterhouse
Human Resources Management Association
Wisconsin Governors Conference on Tourism
The National Rural Electrical Cooperative Association
The Copper and Brass Association
International Right of Way Association
MD Anderson Cancer Center
The Texas Chemical Council
The Women Contactors Association
The National Factoring Association
The National Association of Purchasing Managers
Health and Fitness Magazine
The International Automobile Dealers Association

“You were simply an overwhelming hit! Your presentation hit home with the audience in a very personal and introspective way. Your comments will be remembered for many years to come. When I summarized the conference and mentioned your name, the crowd broke out into a hellacious round of applause.” John B. Carleton, Col, USAF, MSC
Department of Defense

The tools you taught us have made us more effective in opening relationships with our customers. Your recommendation to conduct a major training program with quarterly booster shots has proven to be the boost we needed. We are exceeding our goals! Eunice Munoz, Vice President Texas Region
Banco Popular

Great job! You have helped us to better explain the value of our services, streamline our processes and define the specific talents needed to hire the right people. Your insights into what are really important about our business has positioned us to do more of what we do well and has increased our revenues.
Prudential Financial

Every one of my people from locations around the country thanked me personally for bringing you in as our speaker. I have been very successful in business and have great insight on what works. So I wanted to tell you officially. “It worked.”
ACC Consulting Company

Having attended the sales training and having heard the comments made to me by the salesmen, I must say this was one of the most productive seminars RMS has participated in, in the 14 years that I have been involved in sales management. We changed the date of our summer meeting to fit Garrison's schedule so that he could present the next round of the KSS training to us!
Road Machinery & Supplies Co.

Garrison was able to help me eliminate roadblocks and become more effective, fast! I have had a 100% increase in referral business, a 50% increase in revenue and a 30% increase in productivity. Thanks, Garrison. Robert Gilliland, Vice President- Investment Financial Service
Smith Barney

Garrison customizes his programs to the specifics of your industry. This includes original research and interviews with your top performers.