

PROFESSIONALISM IN BUSINESS SECURITY ORGANIZATIONS AND EMERGENCY COMMUNICATIONS RESPONSE CENTERS

PRESENTED BY BRADY MANAGEMENT CONCEPTS, LTD.

**HOSTED BY SHAWN LARSON, ASSISTANT MANAGER, GLOBAL SECURITY OPERATIONS
PRINCIPAL FINANCIAL GROUP**

Wednesday, August 7 and Wednesday, August 14, 2013

8:00 AM to 4:30 PM

Principal Financial Group, Corporate 2, 2nd Floor, Classroom B

Join us at Principal Financial Group for a day of professional training that is filled with interaction, excitement, and the latest in communications techniques.

Topics include:

- *Customer Service – How to remain professional in challenging situations*
 - *From high expectations by customers to generational issues to language barriers, your organization's success depends on how customers are treated*
- *Verbal versus non-verbal communications*
 - *They are both at play, even in a telephone call*
- *Active Listening*
 - *Learning to listen to others is the most effective problem-solver*
- *Establishing rapport*
 - *Learning ways to get what you want from others in a respectful way*
- *Questioning techniques*
 - *Asking questions in a consistent manner reduces the potential for error in an emergency call*
- *Attitudes – managing yours helps you to manage the caller*
- *Defusing difficult callers*
- *Prioritization and Multi-tasking*
 - *We will discuss challenges in organizing work load and identify potential ways to reduce stress by better management*
- *Quality control*
 - *Determining whether your organization is working to its highest potential*
- *Expectations of you, your organization, and the customer*
- *The impact of customer service on public safety and your organization*
- *Your learning style and how it impacts your work*
- *Teamwork*

The same class will be presented on two separate days as an opportunity for businesses to be able to send more than one participant. As an introduction to Brady Management Concepts, a reduced fee of \$50 per participant is being charged. At BMC we believe that your company will be pleased with our offerings and we look forward to serving you in the future.

Brady Management Concepts, Ltd.

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Registration Form

Principal Financial Group Hosts:

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Please mail your registration form and check to the above address

Please specify the date of the program that you wish to attend:

August 7, 2013 _____

August 14, 2013 _____

Name _____

Organization _____

Address _____

City, State, Zip Code _____

Organization telephone number _____

Organization fax number _____

Your email address _____

Your telephone number _____

Check if you would like to know about upcoming program opportunities

Check if you would like to host a program

A list of program areas will be provided at the upcoming presentation.

We thank you for your business!