

## **Making It Happen:**

### **Strategies to Lead, Sell and Serve in a Customer Care Centered Organization**

*Presented by Bob Alexander*

**January 25<sup>th</sup>, 2012**

As the former general sales manager, speaker, and author with Zig Ziglar, and now the President of The Alexander Resource Group, **Bob Alexander** has been recognized as one of the most knowledgeable, exciting and inspired business and educational leaders in America. In his high energy, fun filled seminars, Bob shares peak performance principles embraced by the top 100 CEO's and companies in the world.

#### **You will Learn...**

**CHANGE** - In times of change, why will the learner inherit the earth?

**LEADERSHIP** - How to move an organization from survival to stability, stability to success and success to significance.

**SALES** – Why a SALES PROCESS is vital to a successful selling or marketing career.

**CUSTOMER SERVICE** – Why employees MUST soar with the eagles and not flock with the turkeys.

**TEAMWORK** – What is the GOOSE FACTOR and what does it teach us about working together?

#### **What People Say...**

“Your fasted-paced, humorous and inspirational message to our health care employees was outstanding...and desperately needed. I didn't realize we could learn so much more about serving our internal and external customers.”

Mendee Rock – Director - Georgia Health Care Association

“To say you met our expectations would be an understatement. Anyone who left your seminar unmotivated was either dead or in the final stages of hardening of the attitude or stinkin' thinking.”

Mark Frank – Training Manager – McDonald's

“If I had known this was going to be this great, I would have closed down my entire operation of 200 people and let them all attend.”

Adam Clatsoff – Blue Cross Blue Shield.

**REGISTRATION: \$149.00 - (Deeply Discounted Group Rates Available)**

**Call 478-476-9081 or email bob@yesican.net to reserve your seat.**

**METHOD OF PAYMENT - MasterCard, Visa, PO's, or checks made payable to:**

**The Alexander Resource Group. 4566 Oxford Circle. Macon, GA 31210**

**DATES/TIMES – Wednesday, January 25<sup>th</sup> 2012 - 8:30 a.m. till 11:00 a.m. (Repeat session 1:00 p.m. till 3:30 p.m.)**

**LOCATION – Thomaston-Upson County Civic Center . 101 Civic Center Drive . Thomaston, GA 30286**