

# Sparkle Presentations

*Are low morale, high stress, and poor attitudes affecting your customer service, productivity and teamwork today?*

*Need to rekindle the spirit in your organization?*

**IN-HOUSE TRAINING -- KEYNOTES -- STAFF RETREATS**  
**Attitude Boosters • Customer Service • Speaking & Training Skills**  
**Interpersonal & Team Tactics • Supervisory Skills • Sales & Marketing**

## **7 Secrets to Connect with Anyone**

How to establish rapport with your clients, guests, staff and audiences

- Assess your current communication skills level and modalities
  - Learn 7 multiple intelligences to naturally engage others
  - Enhance your charisma factor, credibility and connection
- Ideal for training, managing, sales, service, interviewing, and networking

## **Creating a Positive Work Environment**

How to boost morale, inspire productivity and teamwork

- Discover 5 common attitudes and ways to utilize intrinsic motivators
- Give meaningful feedback and recognition to motivate and elevate
- Energize and engage staff to cooperate, align and produce results

## **Customer Service with Heart**

How to retain valuable customers and satisfied employees

- Learn 4 things customers really want to retain their business
- Discover meta-messages and 3 dynamics of communication
- Meet your customers on their level to connect authentically

## **Dealing with Difficult People**

How to communicate with others to get the work done!

- 67 Ways to stay sane and lighthearted even in stressful times
- Deal with difficult behaviors, attitudes and challenging situations
- Reduce stress, increase teamwork and beat burnout

## **Sparkle When You Speak!**

How to define, design and deliver dynamic presentations

- Organize your thoughts and creatively craft your message
- Determine opening grabbers, transitions and memorable closers
- Learn what listeners need from you--and how--to take action

Tailored programs in 1.5, 3.0 and 6.0 hours. Full day retreats.

Discounts for local events, and multiple training date contracts.

***"Sparkle Up" Your Staff!***

**Schedule Sheryl Roush for your Training Needs**

**Call 858.569.6555**

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AT&T

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Labor Relations Association

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County of Los Angeles

Ernst & Young, LLP

IBM - Women in Management

ISES - San Diego Chapter

Latham & Watkins, LLP

Loews Coronado Bay Resort

Macerich Shopping Centers

PIHRA - Professionals In Human  
Resources Association

RBA Network

San Diego Charger Cheerleaders

San Diego Museum of Art Docents

Sheraton

SHRM (Regional Conference)

Sony

Southwest Airlines

St. Regis Hotel

The Golden Door

UCSD - Human Resources

UCLA

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Union Bank

US Census Bureau

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