

Reduce Stress and win Friends

Seminar objectives

The participants will

- Recognize the effect of stress to their performance
- Recognize the development of stress
- Learn how to avoid stress
- Recognize the coherence of stress and customer orientation
- Get aware of the connection between stress and partnerships
- Learn the fundamental principles how to win friends (customers)

Contents

- Stress Development and effect
- Dealing with stress
- Reduction of stress
- Effect of stress to (customer) relationships
- Establish relationships and win friends (customers)



Methods

- Lectures
- Group work
- Emphasis training
- Feedback

Organisation

- Target Groups
 - Service Technician
 - Service Staff
- Period
 - 1 day

Common success