

# **In a Heartbeat... What Other Training Programs Does Jim Jacobus Do?**

## **Three More You Should Know About!!!**

### **“Absolutely Phenomenal Customer Service”**

Everybody does customer service training don't they? Not like this program! 30 months on the road for a national seminar company with customer service as a part of the training mix is the background for this product. An understanding of what it takes to be extraordinary at whatever you choose is what takes this program beyond all others. So far beyond that this is the customer service program Carl Sewell and the employees of Sewell Village Cadillac, icons in the automobile industry and in the upper crust of service in general, attend as mandated by company policy. This program, developed by Champion Education Resources, is also used by many industry leaders with a history of outstanding customer service including a number of our nations top resorts!

## **More In a Heartbeat... What Other Training Programs Does Jim Jacobus Do?**

### **“Getting to WOW ... Understanding Yourself and Others!”**

This presentation is designed to teach each participant the background to behavioral styles, their own style - it's strengths and challenges, the styles of others - their strengths and challenges, and how we can all most effectively work and live together! Want to see your people appreciate themselves better and at the same time become aware of how valuable every else is? Then this program is for your team ... you will marvel at how attitudes change during this powerful presentation!

### **“POWER Presentations ...The Secrets of Connecting With Every Audience”**

Have you seen one of Jim Jacobus' presentations? Want to know how to do it? He will show you ... from the fundamentals to the nuances you will find out all of the secrets without anything held back. If you are a manager or supervisor who holds meetings, a salesperson

who does presentations or an executive who wants to communicate more dynamically to get results ... this is an awesome program! Note: Individual coaching is available as well.

# GEN X

## Managing and Leading the “NEW” Generation of Employees!

Nose rings, purple hair and who knows what else next?

What is wrong with these kids today? Surely this is just a phase ... isn't it? Owners, managers, supervisors and co-workers and parents are scratching their collective heads trying to understand this “new” generation as it begins to impact our workplace and homes.

A phase? No! This is truly a generation of it's own and just like the boomers it has its own culture. A culture born out of the environment created by the generation of boomers they are following. This presentation explores the reasons for the cultural shift and why people perceive changes like a lack of

motivation, skepticism, no respect for authority, boredom, always asking questions and many more perceived challenges.

Understanding the reasons for the culture shift and identifying the challenges we must deal with, the presentation offers a number of proven strategies for maximizing all of the positive qualities they possess! Positive qualities?

Yes, there are many! This is the fastest, most creative, street smart, technically savvy generation in history! They bring tremendous assets to the world that today's leaders are already utilizing. Want to join them or would you prefer to be found in the corner someday mumbling incoherently "what happened" ?

**\*Note: In ten years of professional speaking, this is the hottest topic we have seen. Because it has both professional and personal appeal there is something here for everyone who attends. Want to understand your employees better? Your co-workers? How about your kids? This is for you! This is also a GREAT spouse program!**