

Karyn Ruth White
Laugh and Learn Productions

Telephone: 303-369-8277

1-877-KRWHITE

Address: 3551 South Monaco Parkway, Suite 307
Denver, CO 80237

Fax: 303-369-1018

Email: krw@karynruthwhite.com
Website: www.karynruthwhite.com

Laughing In The Face of Stress *For Service Professionals*©

With National Humorist, Karyn Ruth White

Keeping the customer satisfied is one stress-filled job! We are all familiar with the age-old saying, "the customer is always right," but come on, we all know that this is stretching the truth just a tad. Customers and clients come in all shapes and sizes, and while most are a delight to work with, there are always those select few who test our limits. Our unique challenge as Customer Service Professionals is to keep them all happy without losing our sanity in the process. Laughing In The Face of Stress For Service Professionals is a very, very funny look at the everyday situations we deal with as customer service professionals. National Humorist and Life Skills Coach, Karyn Ruth White will help us on a human level to better meet the everyday, real challenge of keeping upbeat and positive in our demanding roles. We will discuss the professional use of humor in building customer relationships. We will look at real life tools to help us learn how not to take things quite so personally, how not to allow one disgruntled customer to ruin our day, how to win the customer not the argument, how to allow our victories to re-energize us, how to better handle our stress and how to get more overall enjoyment from what we do. Because, let's face it, when we're happy, our customers are happier.

Karyn Ruth White is a National Humorist and Life Skills Coach. She is the owner of Laugh and Learn Productions, a Colorado-based company dedicated to inspiring people to live and work with less stress and more enthusiasm. Miss White has worked for over 10 years with large organizations and associations throughout the country and can be reached at krw@karynruthwhite.com.