

# JEFFREY HANSLER, CSP

SPEAKER-TRAINER-AUTHOR-CONSULTANT

Oxford Company

## THE COMPETITIVE ADVANTAGE IN CUSTOMER SERVICE

- How to demonstrate understanding to gain trust
- How to say 'no' and still have a successful outcome
- How to put persuasive communication tools into practice to deliver a competitive edge

*"We should clone you! You spoke at thirty-six trade shows for DMIA and our members are still talking about you. What a hit!" - Lloyd Tucker, DMIA*

## SPEAKER-TRAINER-AUTHOR-CONSULTANT

An insightful speaker, Jeffrey Hansler can open an event—setting the tone: he can close an event—tying everything together: he can re-energize your group at a mid-way point, run a breakout session, and deliver a program that will get them on their feet. Attendees say, "I know that I can put that idea into practice!" You can count on Jeffrey for a great program and a memorable presentation.

- Jeffrey Hansler is an expert in persuasive communication; his unique perspectives are developed from real life experiences.
- His intuitive and entertaining delivery will engage your audience from intern to executive. His subtle use of games, metaphors, interactive exercises and memorable stories make learning fun.
- Your delegates will leave the session with immediate and practical tools they can use to improve your profitability, efficiency and effectiveness.

## INNOVATIVE AND UNIQUE

Persuasive communication will provide your members with a clear concise check list they can use to plan, guide and practice their interactions, and evaluate performance afterwards. This universal model will improve negotiation, sales, influence, and customer service skills.

Jeffrey Hansler, CSP has presented at over 1000 association meetings in North America during his 20 years as a professional speaker. He is an elite member of NSA, holding the Certified Speaking Designation, which less than 6% of its members have earned. His book **Sell Little Red Hen! Sell!** has sold over a quarter of a million copies internationally and is published in eleven languages.



### Partial List of Clients

Acura  
Aetna  
AGFA Bayer  
Alaska Airlines  
Allianz Dresner  
American Honda  
AT&T  
California Police Chiefs  
CalOptima  
Canada Post  
Chrysler Motor  
CIA  
Columbia Health Network  
Credit Union League  
Del Webb  
Expedia  
FBI  
Fidelity National Title  
Florida Bankers  
General Mills  
GSA  
Gucci  
Iron Mountain  
Itochu, Inc.  
Kansas Press  
Lawrence Berkeley Labs  
Lexus  
Lockheed Martin  
Lucent Technologies  
Masonry Contractors  
Mid-Atlantic Credit Unions  
Motorola  
MTV Entertainment  
National Auctioneers  
National Bicycle Dealers  
National Business Travel  
National Dental  
National Electrical Dist.  
National Shoe Retailers  
Nokia Mobil Communications  
PacifiCare, Inc.  
Parker Hannifin  
Pennsylvania Hospital  
Pennsylvania Landscape  
Perkin-Elmer  
Presbyterian St. Luke  
Prudential Insurance  
Quantum | ATL  
Rain Bird  
Sales and Marketing Exec  
Six Flags  
Society of American Florists  
Tree Care Industry  
UC Berkeley  
Vans Shoes  
VISA International  
Virginia Bankers  
Walt Disney Imagineering  
Wurth Industries  
Xerox

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