

Lorraine Bossé-Smith

SHOW YOUR CUSTOMERS
YOU C.A.R.E

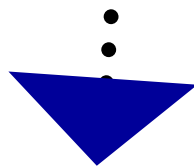
Not understanding your customer's needs and miscommunication are costing you time and money. Eventually, they may cost you your client! Gain and retain clients with this dynamic program designed to help you build rapport and respect with clients.

Participants will discover four customer profiles and learn how to identify them quickly so that they may adapt and deliver the right information at exactly the right time to get the right results: happy, satisfied, and repeat clients.

Whether in person, via Email or social media, or on the phone, the principles here will transform your communication so that you will serve your customers with style!

"No one cares how much you know until they know how much you care, and you show that by adapting your message to fit THEM!"
Lorraine Bossé-Smith

THREE TAKE AWAY BENEFITS



Participants will:

- Discover their unique communication style and how to identify other's style quickly.
- Learn how to adapt and deliver their message for their client.
 - Reduce misunderstandings and conflict by applying Lorraine's exclusive Customer C.A.R.E. model.



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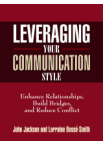
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AUTHOR OF

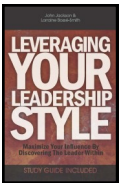
Leveraging Your Communication Style

Open the doorway to better communication with this informative book on the different communication styles. Learn how to avoid conflict, build stronger relationships and create better teams.



Leveraging Your Leadership Style

Discover your unique leadership style and how to motivate and inspire others based upon their unique leadership style. Includes a study guide!

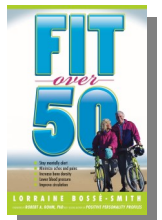


Check out more of Lorraine's books and fitness DVD's at:

www.lorrainebosse-smith.com

Fit Over 50

Make your next chapter of life your BEST by understanding the aging process and how you can maximize control over 70%! In order to have a healthy tomorrow, start by getting fit today with this encouraging and helpful book.



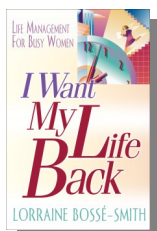
Finally FIT!

This is not a one-size fits all approach to fitness. Readers will discover their unique FIT (fitness individuality trait) and develop a customized program specifically for them. Set up for success, for the first time, readers will become Finally FIT!



I Want My Life Back!

Achieve balance in a fast-paced world; Reduce your overall stress levels; Put enjoyment back in your life and enjoy greater physical, mental, spiritual well-being.





Follow Lorraine:

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[http://www.youtube.com/
user/TheTotalYou1](http://www.youtube.com/user/TheTotalYou1)

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@Lorrainebosse
#FITLeader

Lorraine has spoken to small and large groups alike. Some of her satisfied clients include:

- Camp Pendleton Marine Base—CA
- McCrometer, Inc.—CA
- Alliance Med—AZ
- Telgian Corp—AZ
- OK Music Teacher's Assoc. Conference
- Discover Financial Services—AZ
- Hach Company—CO
- ATD CA & CO
- Women in Financial Services Conference—IL
- Meeting Professionals International—NC
- SHRM AZ, CA, CO, TX

To join this list, please call Lorraine today! Ask how you can obtain a discount on her speaking fees.

Books available at bulk discount for resale.

ADDITIONAL INFO

- Author of Eight Published Books
- Certified Professional Behavioral Analyst
- Certified Professional Motivators Analyst
- Professional Member of the National Speaker's Association
- AFAA Certified Fitness Professional
- Certified Advanced Personal Trainer
- Graduate of Coaching Inc.
- AS Degree & BS Degree

A few of Lorraine's references:

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