

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 amid-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

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Lockheed Martin
Lucent Technologies
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Motorola
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National Auctioneers
National Bicycle Dealers
National Business Travel
National Dental
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Nokia Mobil Communications
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