

DTD Episode 72 Show Notes

How to Lose a Customer: A True Tale of a Courtesy Call Gone Awry

This episode is sponsored by Pillar Social Media. They create, manage and grow brands on the social web. They've done some great work for me! Check them out at PillarSocialMedia.com

Need a comprehensive program to help you defeat drama in your organization?

Join the Defeat the Drama, Delight Your Customers and Improve Your Bottom Line Boot Camp

A Surefire 7 Step System to Get your Team Doing what you Need, Loving what they Do & Directing Focus where it Should Be

You Will Learn To:

1. Gain **Clarity** about what you sell, how it should feel and why do you do what you do?
2. Generate Actions Aligned with Business Objectives
3. Empower Your Team to take **Targeted Action** with Tenacity
4. Identify and **Remove Barriers** to Team Productivity
5. Drive Focused **Employee Correction** Conversations
6. **Hire Well**
7. Establish **Harmony** and **Productivity**

Kirsten will personally walk you through the required transformation step by step via video. Each module is available 24/7 and includes an Action Guide to walk you through implementation. You will also have access to exclusive office hours with Kirsten.



Click to get your discount exclusively for Podcast listeners:

<http://www.defeatthedrama.com/podcastdiscount>

