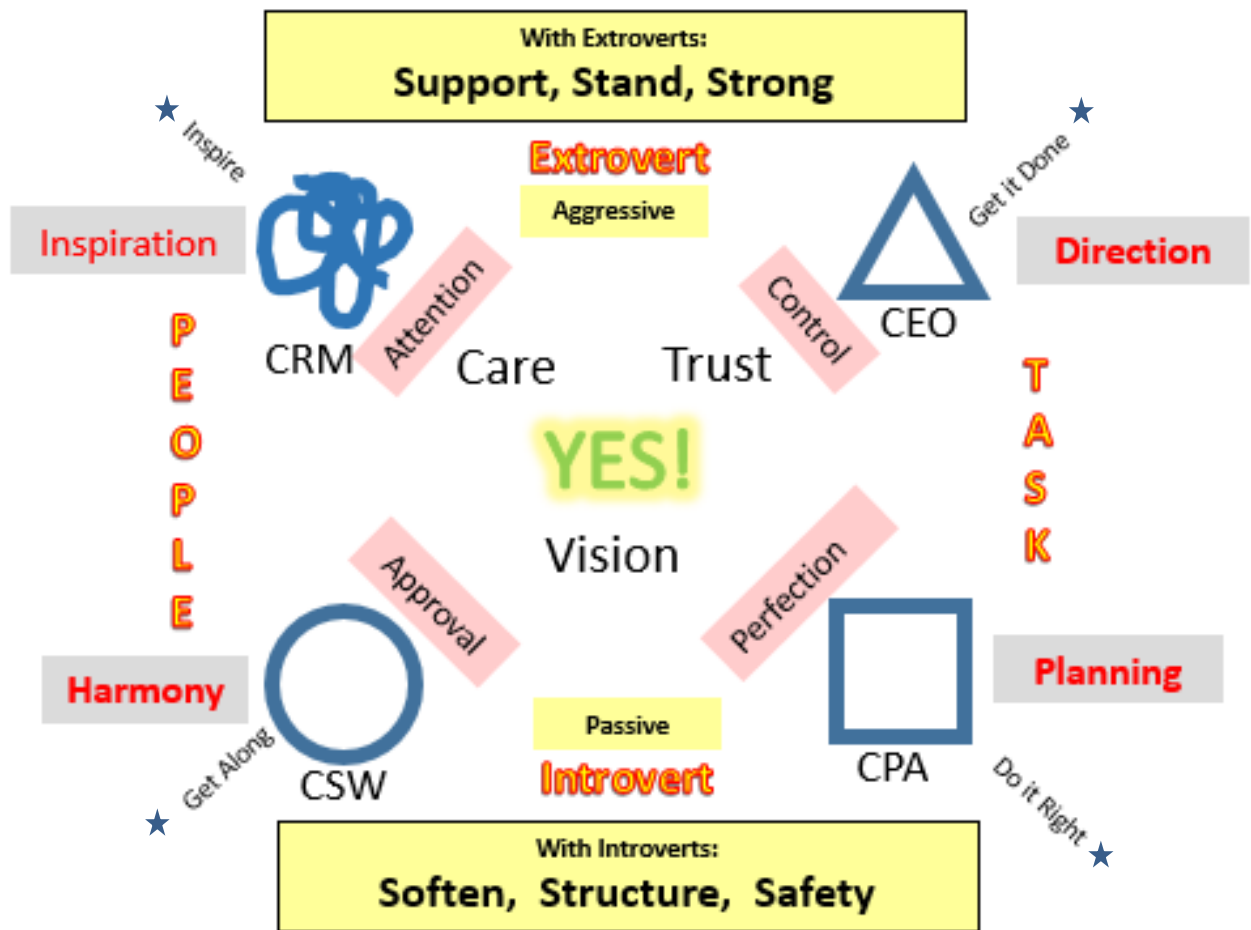




Shaping Up Customer Service

Including: "Dealing with Difficult People!"

PROFESSIONAL DEVELOPMENT ADVENTURER, JOHN PARKER, M.A., empowers leaders and teams who want to quickly move from chaos to clarity! Parker is an Instructor for the University of California Davis, Center for Human Services; Presenter for Merced College Workplace Learning Resource Center; and Certified Trainer for SkillPath Seminars. His easy reading book on great leadership, **"Sealegs for Success: Balancing Your Life and Work"** is on sale at SealegsforSuccess.com/store.



★ The four Good Intentions are adapted from "Dealing with People You Can't Stand" by Drs. Rick Kirschner and Rick Brickman

