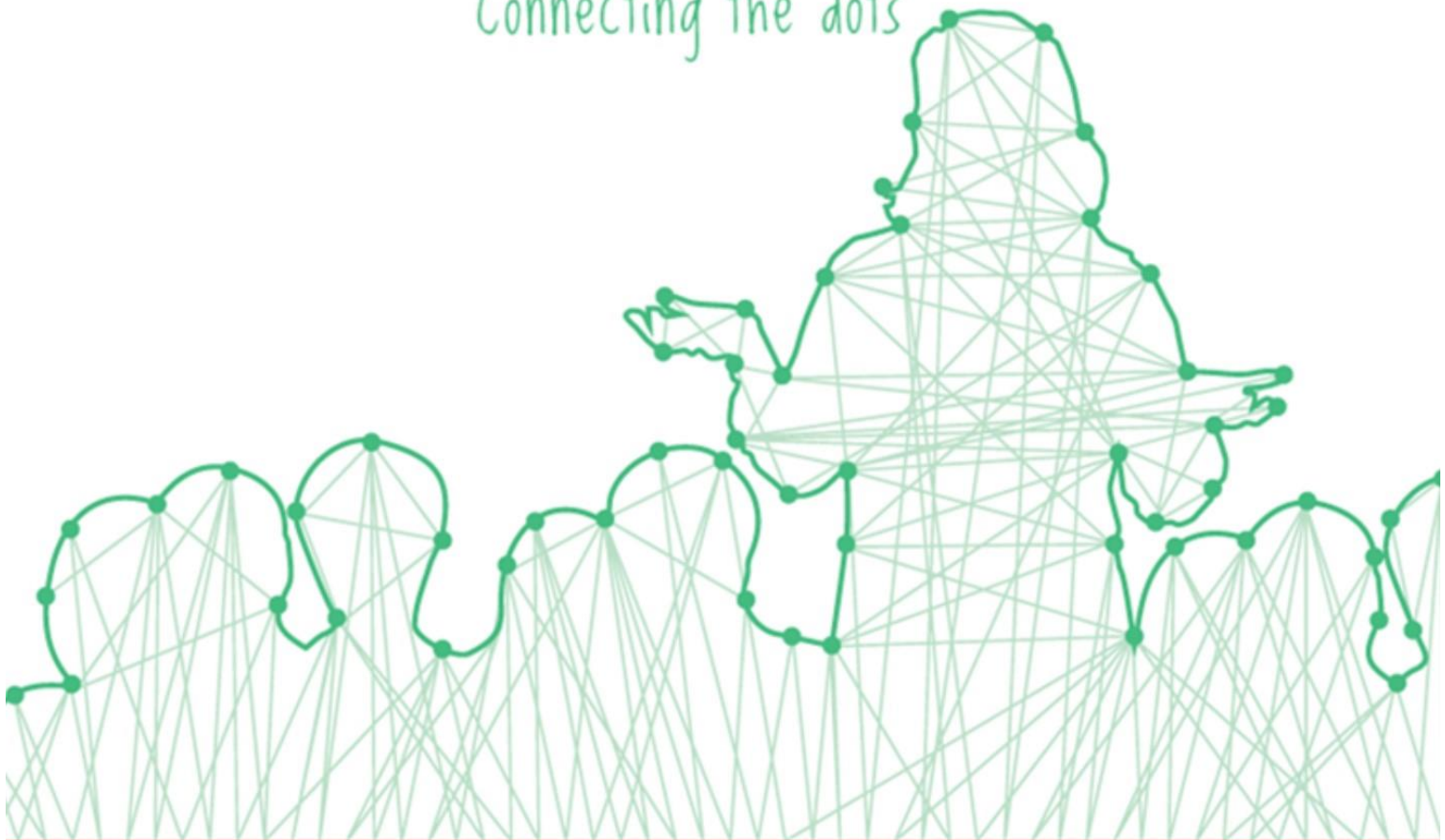


Connecting the dots



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## **Words That Win: Unlocking the Ideal Vocabulary for Customer Service and Sales**

**Date: 22 (Wednesday) May 2024**



### **CONICON LTD**

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**ConiCon**  
TRAINING & MANAGEMENT  
CONSULTING

### Training Need:

Verbal and written communication is crucial in customer service, impacting customer loyalty and sales.

Positive, creative communication is essential for winning over customers, even in challenging situations.

Many common phrases lack effectiveness and fail to engage customers. Recognizing this need, we've designed a practical seminar focusing on verbal and written vocabulary, including role-playing exercises for real-world application.

### Upon completion of the seminar the participants will be able to:

- Differentiate between Positive and Negative Communication.
- Identify words and expressions to avoid when interacting with customers (at the beginning, during, and at the end of service).
- Utilize appropriate words and expressions to enhance the overall customer experience (at the beginning, during, and at the end of service).
- Employ the right words and expressions when customers are angry or emotionally charged to transform denial into desire.
- Practice the concepts learned through role-playing exercises.

### **BONUS**

*An extensive list of negative and correspondingly positive words/phrases will be given to the participants which can be used at all stages of the customer service.*

### Training Structure:

#### During the Online Seminar you will be able to:

- Participate
- Ask questions
- Interact
- Obtain hands on practice

Take advantage of all the benefits of face-to-face training without spending time and cost of transport.

- Save Money
- Save Time

All material but **mainly methodologies, tools, templates, and case studies** are based on implemented practices applied by our distinguished trainer program, [Vasiliki Christofi](#), With an extensive experience and expertise in the field of Customer Service and sales. Vasiliki Christofi has developed templates for various aspects of customer service

and sales, such as email templates for responding to customer inquiries, scripts for handling difficult conversations, and checklists for ensuring consistency in communication.

### **Equipment:**

- Just access to quick internet from:
  - PC or Laptop
  - Desktops (camera, microphone, and speakers)
  - Android Tablet
  - iPads

### **Description of candidates for participation:**

All people with communication with customers

**Date:** 22 (Wednesday) May 2024

**Duration:** 3 hours 11:00 – 14:00 (UAE time)

**Language:** English

**Cost:** \$110 (once you book your participation online, a separate email will be sent with the invoice which is payable within one week)

**Register Now**

### **The above cost includes:**

- Seminar Participation
- The seminar material in electronic form
- Certificate of Attendance

*The Seminar can be also organized as an Inhouse customized training to the needs of each Company.*

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## Trainer: Vasiliki Christofi

Vasiliki Christofi, obtained her **BA in Applied Communication (Communication Specialist) at London Metropolitan University, U.K. with Specialization in Public Relations and Gender Communication.**

She also obtained the **“Business Management Programme”** of the Institute of Leadership and Management U.K. and she is an Approved Trainer of Institute of Leadership and Management U.K. and Certified Trainer by the Human Resource Development Authority of Cyprus.

**Additionally, she is a [NAMA \(National Anger Management Association\) Certified: Anger Management Specialist IV and CCIS II Crisis Intervention Specialist](#)**

**She is the first certified Specialist in Cyprus and Greece in these sectors.**

Simultaneously, she obtained special training in the fields of **Face Micro Expressions and Subtle Expressions by Paul Ekman, USA and Anger Management of Logan Group, USA.**

The **last 12 years** she has been working at **Conicon as a Trainer, Personal Consultant / Coach** and as **Training Manager**. She delivers **high calibre training, coaching and consulting** in her areas of expertise in Cyprus and overseas with emphasis on **Communication and Personal Development, Body Language, Conflict Management, Anger Management with customers, Enhancing Professional Image (Image Building), Public Relations, Event Management.** in a number of professionals from all sectors, including **professionals, managers, Insurance Professionals, Customer Service Executives and people who pursue the development of their interpersonal skills.**

She is the founder and Director of the **[European Anger Management Association \(EAMA\)](#)** which is the US-based Chapter of NAMA (National Anger Management Association) for Cyprus and Greece. It was created with the aim of providing training – consulting services and Certifications in Anger Management as it will introduce and promote the above areas through authorized NAMA programs where a Special Internationally Recognized Certification is given.

**Video excerpts from seminars of Vasiliki Christofi, you can find [here](#)**

Vasiliki Christofi is an invited Speaker at **Conferences, Television, and radio programmes** to address and analyse the people profiles through their **body language, Conflict Management, Anger, Communication, Gender communication** and at the same time to give advice to audiences on **how they can develop top notch interpersonal skills.**

**Excerpts from television and radio broadcasts where Vasiliki Christofi has been invited you can find [here](#)**

She is a columnist on issues in her specialization.

**Articles of Vasiliki Christofi can be found [here](#)**

**Blog posts of Vasiliki Christofi can be found [here](#)**

Concluding Vasiliki Christofi has the ability to recognize and persuade people to adopt attitudes and behaviours that can help them develop their Interpersonal Skills. As a result, she is an active Personal Consultant / Coach for professionals and people in various professions and business sectors.

**Case Studies, Projects of Personal Coaching can be seen [here](#)**

Vasiliki Christofi is considered among the most transmittable and effective trainers, which is something that can be seen through the Testimonials of Customers from previous training programmes and personal coaching cases.

**What did customers say for Vasiliki Christofi can be found [here](#)**



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