



DAN O'CONNOR
TRAINING

He Gives You The Words



**MOST
POPULAR
COURSES**

MIRACULOUS RELATIONSHIPS: 3 PRINCIPLES FOR THE MODERN-DAY ALCHEMIST



Miraculous Relationships: 3 Principles for the Modern-Day Alchemist

INSPIRATIONAL / LIFE-CHANGING HUMOROUS / FUNNY

*"No matter what you have to say, you can say it in a loving manner. **Yes, even at work.**"*

-Dan O'Connor

Format:

45-90 minute keynote—can be expanded into one day of training

This Miraculous Relationships Program Is Perfect for:

- Audience members who are into relationships (yes, miraculous relationships!), people, and communication
- Those looking to bring a spiritual element to an event while being inclusive and respectful to those who may not share the same faith as most attendees
- Government or corporate events that must remain faith-neutral, to faith-based organizations such as churches or charities*

NB: This keynote touches participants on a very deep, spiritual level, and while it does not reference any religion or school of thought, it can easily be customized to do so as has been done in the past.

The Audience Will Leave With:

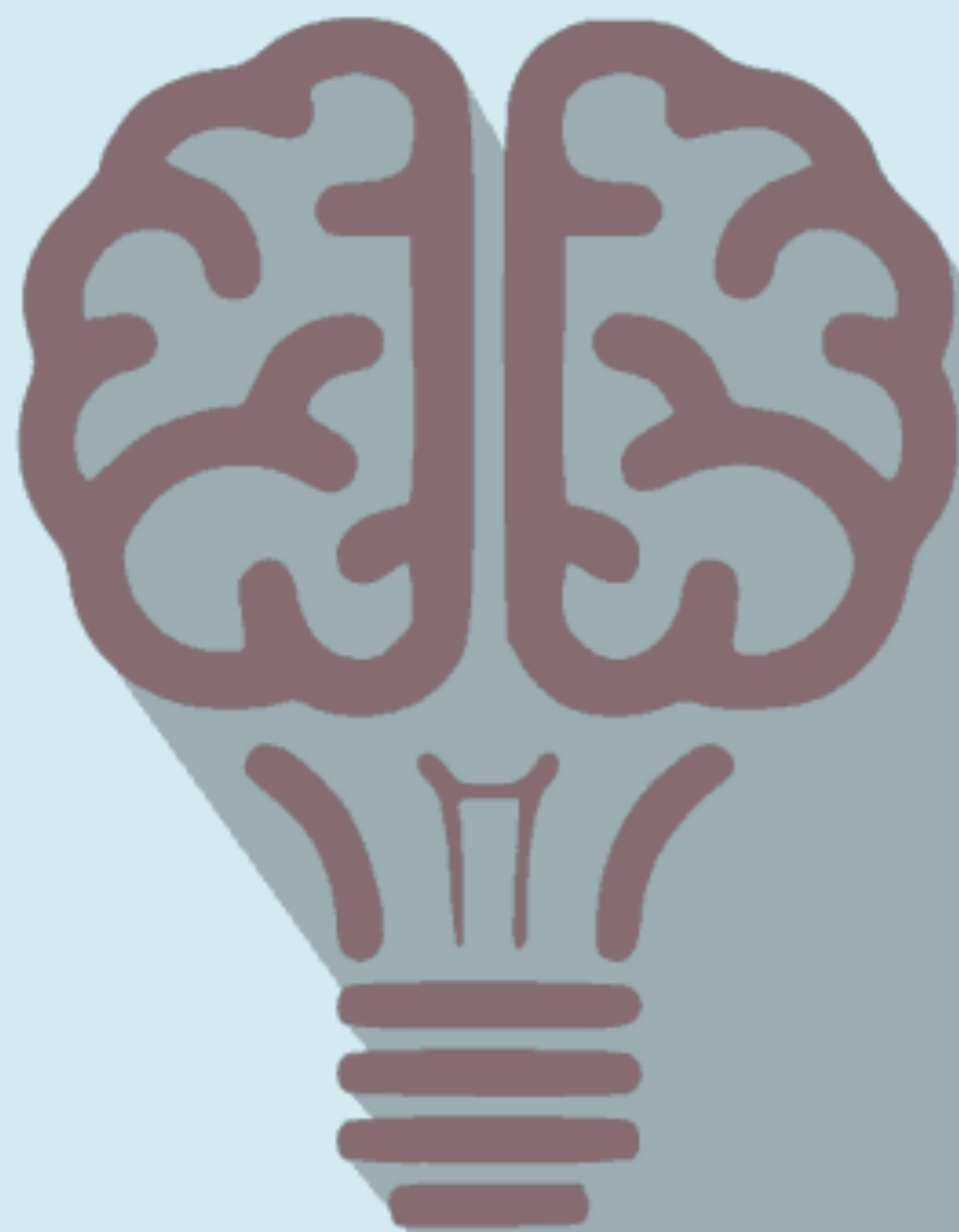
- **Specific tools** to help them see their relationships from an entirely new perspective, and experience them in a way that is more empowering to both them and the other person in the relationship
- **Strategies** to help them find forgiveness and move past obstacles that have prevented them from receiving the gift that is waiting for them in every relationship they have
- **Empowering, new step-by-step tactics** that will change their thought patterns and how they approach every person they meet, and
- **The 3 universal principles** they can reference that will help them choose correctly *any* time they are faced with *any* challenge in *any* relationship

"What should I say? What should I do? Will I regret it if I ..."

These are thought patterns we all have when deciding how to deal with challenges that come up in our relationships. *Imagine how it would feel* if the next time you are faced with a decision that will impact your relationship, you were totally confident that the choice you are making is the right choice for you *and for the other person in your relationship*. *How would that feel?*

Would you like to find out?

Customer Service and Communication Skills *for Techies and Other Left-Brainers*



Customer Service Training Designed ***SPECIFICALLY*** for Techies and Other Left-Brainers

EDUCATIONAL / INFORMATIVE TECHNICAL / SPECIFIC HUMOROUS / FUNNY

If you've been told-"You're very good with numbers and concepts, but your communication skills suck" this course is for you!

Format:

- 60 minute keynote, webinar, or 1 day workshop

This Program Is Perfect for:

- Technical customer service representatives on all levels who deal with other people, both internally and externally
- Managers and supervisors of tech-support teams

The Audience Will Leave With:

- **Tactics** to help them deliver instruction *to even the most sensitive people* in a way that increases the odds they understand it, *and makes them feel comfortable coming back for more when they need it*
- **Scripts and strategic verbal patterns** that they can use to connect with *both sides of the brain* when speaking to others, which helps strengthen relationships, build effective teams, and facilitate communication in every area of life
- **Tools** that help them identify when they need to "switch" to the emotional side of the brain, and speak from-and to-emotion, along with strategies with which to do so, facilitating more empathetic, personal communication, and
- **Strategies** that will help them recognize the signs that reveal what personality type they're communicating with, and strategically mirror their tone, rate of speech, and verbal patterns to facilitate communication and increase understanding.

During this event, audience members will be given the tools they need to take their customer service, sales, and communication skills to a higher level by learning to speak in a more empathetic, customer-focused manner.

Dan focuses on **scripts, verbal patterns, danger-phrases and power-phrases**, step-by-step tactics, and **specific words** to help participants "speak the language" their coworkers and customers have been needing to hear all along.

PRINCIPLE-BASED COMMUNICATION FOR THE MINDFUL PROFESSIONAL



Principle-Based Communication Skills Brought To You by the World's #1 Communication Trainer, Dan O'Connor

INSPIRATIONAL / LIFE-CHANGING HUMOROUS / FUNNY EDUCATIONAL / INFORMATIVE

Format:

45-90 minute keynote

This Principle-Based Communication Program Is Perfect for:

- Team members whose jobs are deeply effected by the relationships they have with their customers and their coworkers, and who realize that developing new communication skills is the key that will open endless personal and professional opportunities.

The Audience Will Leave With:

- Concrete tactics and strategies they can use to cultivate more meaningful connections, and see immediate improvements in every relationship they have,
- An entirely new perspective of what their role is in every relationship they have, and a new level of confidence that comes from knowing they already have what it takes to transform every relationship in their life,
- Specific tools to help them navigate difficult situations and conversations, and remember who they are and why they're here when the world is doing its best to get them to forget, and
- An energized, refreshed spirit that can only come from the unique combination of two precious ingredients: laughter and inspiration.

Are you afraid your audience will hear the same message they've heard before? Then this is the program for you.

Attendees consistently use the word "new" when describing Dan's events, and when you book Dan for your event, your team will soon be thanking you—thanking you for their new tools, the new information, their new perspective, and the renewed spirit you helped cultivate by bringing this keynote to their event.

TACTICS AND STRATEGIES FOR DELIVERING 5-STAR OVER-THE-TOP CUSTOMER SERVICE



Tactics and Strategies To Help You Deliver 5-Star Customer Service

EDUCATIONAL / INFORMATIVE TECHNICAL / SPECIFIC

From the communication skills customer service arsenal of Dan O'Connor

Format:

60 minute keynote, 1 1/2 hour webinar, or up to a 1-2 day training session

This Program Is Perfect for:

- Team members who communicate with external customers
- Managers and supervisors responsible for customer service training
- Any individual who wishes to build a loyal customer base

The 5-Star Customer Service Audience Will Leave With:

- **Lead-in lines, closing lines, power phrases, and other verbal tactics** that will enable them to project the image of one who provides superior customer service *within the first 30 seconds*
- **Strategies to help them gain trust and respect from the start**-using simple language strategies-so that mistakes are more easily forgiven
- **Simple, effective free-style scripting techniques** they can use to quickly and effectively resolve tricky situations with tact and finesse
- **Lists of danger phrases** to purge from their verbal repertoire so they can avoid making the most common mistakes people make when dealing with upset or demanding customers

During this session, participants will learn **specific verbal and non-verbal communication tactics that will have an immediate, positive impact** on the customer's perception of-and experience with-both the participant and the company for which they work.

The result? More loyal, trusting customers-willing to spend a greater amount of their time and money with the participant's organization, and who are more apt to recommend that others do so as well.

HOW TO SPEAK THE 5 LANGUAGES OF RESPECT, APPRECIATION, AND GRATITUDE TO YOUR COWORKERS AND EMPLOYEES



How to Speak the 5 Languages

of Respect, Appreciation, Contrition and Gratitude At Work

LEADERSHIP / INSPIRATIONAL / COMMUNICATION SKILLS / INTERPERSONAL COMMUNICATION / AUDIENCE ACTIVITY

Format:

60-90 Minute Keynote

This 5 Love Languages Program Is Perfect for:

- Teams dealing with negativity at work
- Team members who feel as though the bonds that once tied them have been broken
- Government or non-profit employees who sometimes don't feel appreciated for the job they do

Participants Will Leave With:

- **A new perspective** on why showing things such as respect, trust, gratitude, *and even love* at work is so important, and (for our left-brainers in the audience) **how it directly benefits them to do so**
- **Specific strategies** to help them identify which of the five "love" languages others speak, and then *speak to them in that language* when it comes time to show respect, say thank you, or apologize, and
- **Language patterns, tactics, and action-steps** to help them bridge the gap between what they're thinking and feeling and *demonstrating* it in a way that's productive, and meaningful to those around them.

What if suddenly you felt a profound sense of appreciation and gratitude for everything you do coming from everyone at work?

How would things change if suddenly it was easier for all of us to:

- Be more forgiving and understanding of one another,
- Encourage others to exceed their personal and professional expectations, and
- Show one another how much we appreciate not just what we all do, but who we all are?

Just imagine what could happen if everyone at work *really understood* the unique ways we all show and understand signs of gratitude, appreciation, and respect, and took a more proactive, personal approach to nurturing the professional bond that ties us all together?

How would that change the experience you have every day when you come to work?

HOW TO DEAL WITH NEGATIVITY, NEGATIVE CHATTER, AND NEGATIVE PEOPLE AT WORK



How to Deal With Negativity, Negative Chatter, and Negative People at Work

INSPIRATIONAL / EDUCATIONAL / HUMOROUS / MOTIVATIONAL / INTERPERSONAL SKILLS / LIFE-CHANGING

Format:

60 Minute Keynote or 1/2 Day Workshop or 1 1/2 hour webinar

This Program Is Perfect for:

- Managers and supervisors who struggle keeping the atmosphere positive
- Teams who struggle with negativity or passive aggressive behavior at work
- Teams who have been struggling dealing with change

Participants Will Leave With:

- **An anti-negativity blueprint** they can use to start transforming their workplace into a more positive one starting day one
- **An arsenal of tools** they can use when faced with negativity or passive-aggressive behavior
- **Power phrases** that give them the words to respond when dealing with backstabbers, office gossips, constant complainers, victims, and other negaddicted people
- **Free-style scripts** they can use to address unwanted chatter without being "confrontational"
- **A different perspective** that empowers them when dealing with negativity, and a renewed sense of commitment to defeat it
- **A clear vision** as to what their role really has been, and what it will be going forward

If your team struggles with negativity or negative chatter—even if it's just one person—you know how transformational it would be if all of a sudden you could come to work and not have that distracting you from your day-to-day responsibilities.

More than half of those dealing with negativity at work think there is nothing they can do about it, and are therefore doing nothing about it.

Imagine the possibilities if after just one session, you had an army of energy-transformers charging into your organization, ready to win the battle against negativity and illuminate every corner of your office with positive energy.

How would that affect productivity, customer service, and sales? If you even suspect there might be a problem, remember that your efforts spent on any other kind of training or development will be severely impaired until this silent productivity-killer is addressed—and vanquished forever.



THE 9 PRINCIPLES

How Would Your Life Change if Suddenly You Could:

- **Forgive** *Everyone* and Let Go of *Everything*?
- **Heal** Emotional Wounds From the Past
- **Love** Again—*the Way You Did the First Time*?

HEAL

FORGIVE

LOVE



The 9 Principles

INSPIRATIONAL / SPIRITUAL / HUMOROUS / MOTIVATIONAL / INTERPERSONAL SKILLS / LIFE-CHANGING

Format:

60 Minute Keynote or 1/2 Day Workshop or 1 1/2 hour webinar

This Program Is Perfect for:

- Organizations divided after a change, decision, or scandal
- Employees who distrust management on a deeply personal level
- Individuals who are looking for a way to forgive, heal, and enjoy loving relationships again

Participants Will Leave With:

- **A Blueprint For Forgiving** those who hurt them in the past—helping them let go, heal, and move forward in a productive, healthy manner
- **A Fresh Perspective** when looking at those around them who may have made mistakes in the past, or are making mistakes in the present—a perspective that helps them separate the person from the behavior
- **A Step-By-Step, PRINCIPLE-CENTERED Process** for working through issues in a way that stops the cycle, and paves the way towards healthier, more loving relationships—both at work and at home

If your team could use some tools to help them put a period on the past, wipe the slate clean, and forge deeper, healthier, more productive relationships that will benefit them and those around them for the rest of their lives, then this program is for you.

This program is not based on—nor does it draw from—any religion. People of all faiths (or even no faith) can relate to and use the principles to return to a place where forgiveness was a given and love was in abundance.

Imagine how your life would change if you had nothing more to get over—if you remembered that everyone in your life is innocent and loving, even though they may not be able to express it all the time, and if you had no need for more love because you can see the abundance of love that's all around you.

How might that change your experience when communicating with others?