

## PARTIAL CLIENT LIST

- 3M
- ARCO
- AT&T
- Abbot Labs
- Allergan
- Allstate
- Ameritech
- Anheuser-Busch
- Apple Computer
- Avery Dennison
- Bank of America
- Bechtel
- Blue Cross/Blue Shield
- Boeing
- Chevron
- Coldwell Banker
- Colgate-Palmolive
- Coopers & Lybrand
- Coors
- Creative Artists Agency
- Cypress College
- Dean Witter
- Deloitte & Touche
- Dial
- Disney
- Edison Electric
- Eli Lilly
- Fidelity Investments
- Flour Corporation
- Ford
- GE Capital
- GMAC
- General Motors
- Hallmark
- Hewlett/Packard
- Hilton Hotels
- Hyatt Hotels
- IBM
- ITT
- Ingram Micro
- Infiniti
- Intel
- Interstellar Communications
- Intuit
- Irvine Co.
- J.D. Power & Associates
- John Hancock
- Johnson & Johnson
- Kaiser Permanente
- Kinko's
- L.A. Times
- Lexus
- Lincoln-Mercury
- Lockheed Martin
- MCI
- Marriott Corporation
- Mazda
- Mercedes Motor Credit
- Mercedes Benz
- Merck
- Merrill Lynch
- Microsoft
- Micro Technologies Inc.
- Nabisco
- Nissan
- Northrop
- OCTA
- Occidental Petroleum
- Oracle
- PCS Health Systems
- PIMCO
- PIP Printing
- Parker-Hannifin
- People Magazine
- Pfizer
- Polygram Records
- Proctor & Gamble
- Prudential
- Robinson's/May
- Rutherford Hills Winery
- Sears
- Seagram's
- SmithKline Beecham
- Sprint
- Sun Microsystems
- Taco Bell
- Time Warner
- Tivoli Systems
- Toshiba
- Toyota
- Transamerica
- US West
- Unocal
- Velocitel, Inc.
- Verizon
- Wells Fargo
- Westwood Squibb
- Xerox

# Till K. Kahrs, MBA

## Communication Consultant

## Speaker/Trainer/Author

*Why do meeting planners call **Till K. Kahrs** the consummate speaker and trainer?*

### **He is Captivating...**

Till Kahrs combines his many years of being a successful Fortune 500 executive, with his winning entertainment calling, which has yielded him two Top Ten Hits overseas. His over a decade long career as a speaker and trainer, provides for a wonderfully inspiring delivery that is truly memorable. Kahrs' right on target approach, showcases his captivating style which is reminiscent of a fine-tuned nightclub act. Your audiences will be captivated, entertained, they will learn, and they won't "change the channel"!

*"...he connects to his audience with his easy going charm...as much fun to watch as he is to listen to..."*

Los Angeles Times

*"The absolute best speaker our company has ever worked with! Till's message was concise, tailored to our audience, and delivered with the enthusiasm and 'know how' of a real pro. Our group is still talking about and incorporating his message. Thanks Till!"*

Sandra Ross

Executive V.P.

Interstellar Communications

### **He has Content...**

Till Kahrs, who is bilingual and has an MBA, is an international speaker, a highly sought after trainer, and a successful author. He has customized, designed, written, and personally delivered thousands of seminars and workshops, helping individuals from every industry and background imaginable to enhance their business communication skills and reach higher levels of peak performance.

*"Till is a very engaging speaker and trainer. He's very knowledgeable in what he does and makes it a really fun event. Everyone who has listened to Till Kahrs has said that it has been a 'life-changing' experience."*

Orange County Register

*"By using real-life examples, stories, and anecdotes Till Kahrs is able to clearly illustrate what works and what doesn't when it comes to communication skills."*

Amazon.com



### **He has Credibility...**

Till Kahrs has worked with over half of the Fortune 1000, inspiring employees, management, and people from all walks of life to new levels of improved communication. Till has also started several successful consulting businesses that have made him a true leader and innovator in the speaking and training world. There is a reason Till K. Kahrs is a frequent guest on TV shows, analyzing presidential debates and giving guidance to politicians, executives, CEOs, and CFOs...Your audiences will learn from someone who's been there, and they'll remember the message.

*"Our leaders are producing unprecedented results thanks to clearer communication and*

*improved working relationships. Till Kahrs has given us a thoughtful, powerful guide for all leaders at all levels to achieve a massive agenda for success!"*

Mario Alvarez, AIA

Chairman/CEO, Velocitel, Inc.

*"He became the youngest person ever to become a District Manager at one company but then he surpassed his previous accomplishment when he became the youngest Regional Manager for another Fortune 500 Company. He has shared his knowledge with thousands of people throughout the United States, Europe, and Asia."*

Irvine World News



## ***Communicating More Effectively***

Learn the secrets of effective communication by presenting yourself in a better way and learning to use the proper verbal tools to assist you in extracting the information that you need to be more successful. By focusing on physical as well as verbal communication skills, this communication "Greatest Hits" package offers a wonderful combination of techniques that will increase your productivity, regardless of the industry or profession you are in. If you want to maximize your efficiency on the job or even in your personal life, this topic is for you.

### ***Participants Learn:***

- \* Maximizing your own personal style
- \* Creating a memorable first impression
- \* Incorporating effective impromptu techniques
- \* Talking less and getting more
- \* How to keep the conversation going
- \* Dealing with different types of personalities

## ***Speaking Successfully***

Till has analyzed Presidential Debates for TV audiences and newspaper readers for years. Learn the secrets that will help you overcome "The number one fear people have; public speaking", as Till Kahrs, one of the nation's leading experts in this field, highlights the key points of his book, "Enhancing Your Presentation Skills". Learning how to improve your speaking skills increases your chances for career advancement and these life skills will help you deliver success not only in the boardroom, but in the ballroom as well. A must for those presenting in public, no matter what the size of the audience is.

### ***Participants Learn:***

- \* Reducing nervousness
- \* Using eye contact productively
- \* Incorporating volume and voice inflection
- \* Gesturing effectively
- \* Organizing for maximum impact
- \* Creating effective visuals

## ***Listening to Win***

Many people talk too much, and ultimately talk themselves right out of a sale or the point they want to make. By learning to listen and ask the right questions customers don't feel pressured, and clients are able to make logical decisions and choices. Many business situations today require us to be more like psychologists or private investigators than executives. This unique consultative technology begins where order-taking ends, and will help you develop productive conversations versus forced dialogue. The skills that you will acquire apply essentially to all aspects of life.

### ***Participants Learn:***

- \* How to open the dialogue
- \* Active listening techniques
- \* Using open-ended probes and questions
- \* Avoiding forced dialogue
- \* Getting below the surface
- \* Staying focused on the customer

## ***Customer Service***

As a former senior facilitator for J.D. Power and Associates, the founder of the customer service index, Till has a profound understanding for what customer service is all about. Having worked with many companies on measuring customer satisfaction through the customer satisfaction index (CSI), the sales satisfaction index (SSI), and customer relations management (CRM), Till brings a unique insight and understanding to this subject. Learn how to maximize your results with each and every one of your customers. It's hard enough to bring customers in, so learn how to keep them for life!

### ***Participants learn:***

- \* Turning angry customers into happy ones
- \* How to exceed anyone's expectations
- \* Being consistent and efficient
- \* Creating customer loyalty
- \* Managing and monitoring your progress
- \* How to employ Hi-tech, Hi-touch techniques

## ***Handling the Hot Seat***

Till is frequently called on by high-profile individuals to advise them on how to respond to tough questions. Your communication skills may be right on target, but if you don't handle tough questions the correct and proper way you may appear to be defensive and lose credibility. Unfortunately Q & A sessions typically come at the end of a presentation or meeting therefore it's the last thing that people hear, and therefore remember. Learn the techniques that the real presentation pros use to turn the toughest questions into positive responses that end up making you look unbeatable even in the tightest spots, under the utmost pressure.

### ***Participants Learn:***

- \* How to think on your feet
- \* Managing difficult audiences
- \* Keeping your cool under pressure
- \* How to neutralize negative questions
- \* Tying your answers back to your main idea
- \* Two safety valves you can always use to save face

### ***Formats Always Customized:***

Keynote Address/General Session 1/2 hour up to 1/2 day  
Seminar/Workshop/Retreat up to full day

### ***Additional Keynotes and Breakout Sessions:***

Change, Leadership, Motivation, Performance Improvement, Consultative Selling and Negotiating, Hiring and Managing, Media Skills, Telephone Skills, Book Signing (upon request)

<http://www.thetrainer4u.com>





## Guest Speaker



**Till Kahrs**

*Business*

*Communication Consultant*

Till Kahrs has been a Business Communication Consultant for over 25 years and has worked with over half of The Fortune 1000. He has shared his knowledge with literally thousands of people, training individuals from virtually every industry and background imaginable throughout the U.S., Europe, and Asia.

He is a frequent guest on National and Local TV (Fox Business News, ABC Morning Show, KTLA Morning Show) analyzing Presidential Debates and giving communication skills tips.

In his first sales position, after completing college, Till became the youngest District Manager at one Fortune 500 Company at age 22, and then he surpassed his previous accomplishment by becoming the youngest Regional Manager for another Fortune 500 Company at age 25.



*invites you to our*

# Business Luncheon Series



## How to Speak Successfully

*Tips on Mastering a Crucial Business Skill*

### Learn about...

- + Reducing nervousness
- + Using eye contact productively
- + Incorporating volume and voice inflection
- + Gesturing effectively
- + Organizing for maximum impact
- + Creative effective visuals

*A must for those presenting in public,  
no matter what the audience size.*

**11:30 AM- 1:30 PM**



**PRIME STEAKHOUSE & WINE BAR**

**455 Newport Center Drive, Newport Beach (Fashion Island)**



**Book a GREAT 'Keynote Speech' or  
'Workshop' for YOUR TEAM NOW!**  
<http://TheTrainer4u.com>