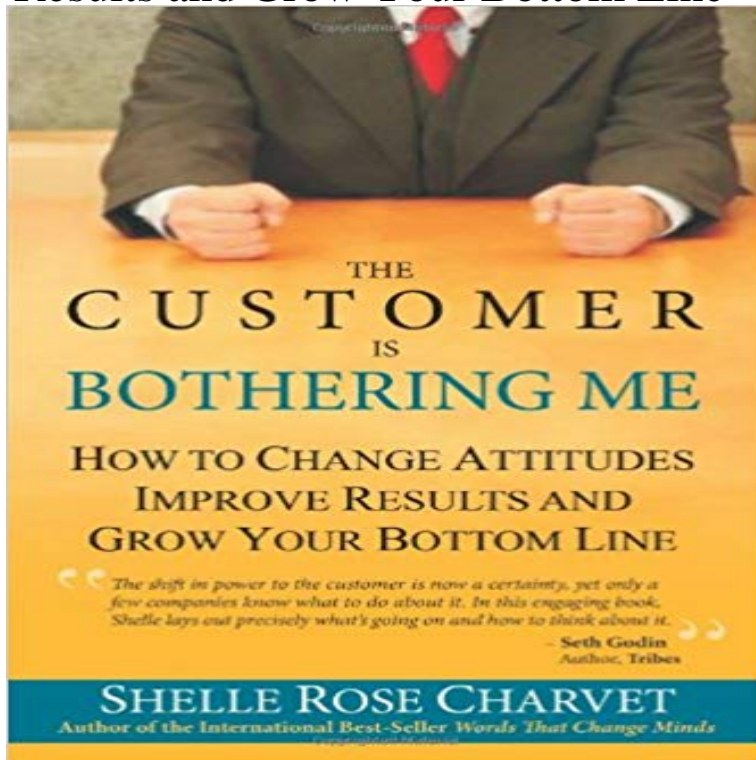


# The Customer Is Bothering Me: How to Change Attitudes, Improve Results and Grow Your Bottom Line



Your customers pay attention to how you attract and treat them. If you do not understand what truly motivates them, they are likely to get their needs met elsewhere. The one size fits all approach has become a sign of disrespect. If you design customer processes, manage teams who communicate with customers and potential customers, or deal directly with them yourself, you are responsible for what your customers experience, and this book was written for you. Shelle Rose Charvet is an expert on influencing and persuasion using a tool known as the LAB (Language and Behavior) Profile. She is the author of the international bestseller Words that Change Minds: Mastering the Language of Influence

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