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BUSINESS



### Forget Patience, Let's Sell Something!

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**June 19th 2014: Special Encore Presentation:  
Keys to Successfully Resolving Conflict with  
Customers**

Maintaining positive relationships with customers is one of the most important components to a successful sales career or the growth of your business. In most relationships, there will be a "moment of truth" when something happens that can cause the relationship to stall, grow beyond measure, or implode. The outcome depends quite heavily on our reaction or response to the other person. If you respond correctly, trouble is averted and the relationship is enhanced. If you respond incorrectly, the relationship could be damaged beyond repair and a customer is lost. Tune in to today's show to

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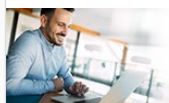


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