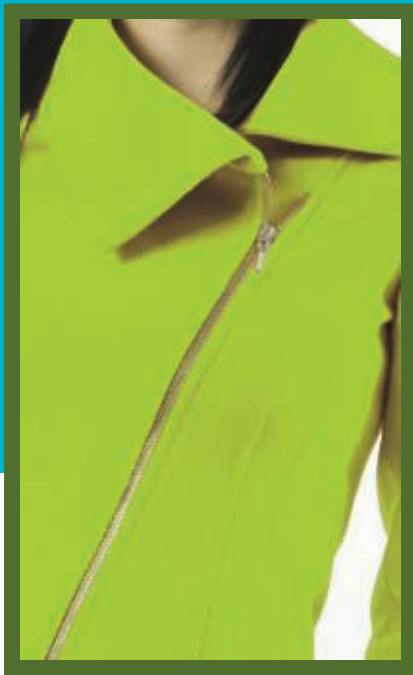


# Discover your Moment of Truth



Green Suede Jacket

Assignment 8



Print the following pages or complete the assignments on-screen.

**Carroll Communication Coaching**

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# Moment of Truth

## Partner Mindset Techniques and Tips

**Discretionary effort**  
**Stay Detached from the Outcome**  
**Be the Best Customer you can**  
**Stay Upbeat and Friendly**

Notice what prevents you from being the best customer you can. What gets in the way for you?

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What opportunities do you have to be the best possible customer you can be? (Examples: ask the waiter/waitress' name and use it; if the salesperson looks stressed and you're not in a rush, say you have the time and not to hurry; use an upbeat, friendly, relaxed tone when calling tech support.)

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Now practice being the best customer you can be. Select a specific person/situation. What will you do? How will you behave? What will you say?

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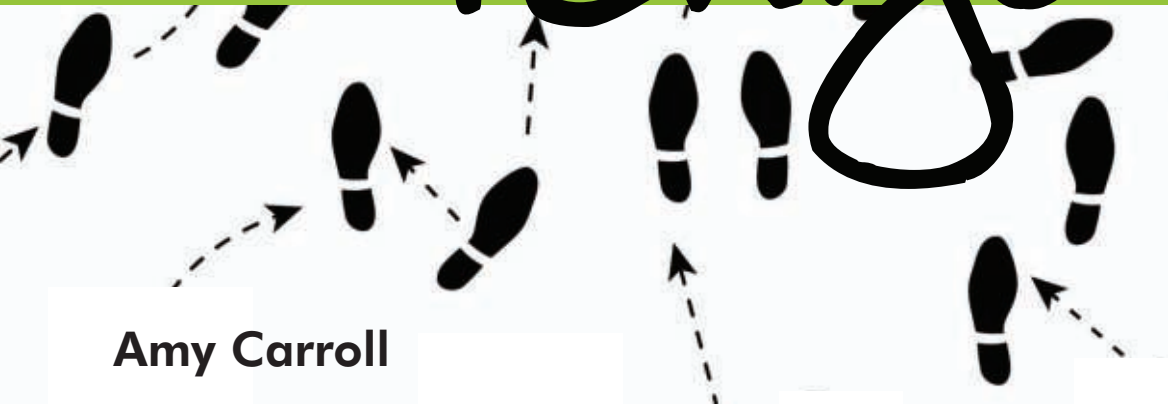
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undoing

Discover the 7 Partner Mindset Techniques  
to Get More of What You Want More Often  
with Less Hassle

# The Ego Tango



## Amy Carroll

With over 30 years of personal experience and education, Amy Carroll's understanding of the human psyche is extensive.

Amy leads programs for multinationals worldwide. She is a Professional Certified Coach and certified Master Practitioner of NLP (neuro linguistic programming).

Amy coaches clients to become more dynamic, honest and effective partners, developing their ability to influence others by creating powerful partnerships.

### Learn to:

Positively influence customers, colleagues and subordinates to get the outcomes you want  
with everyone feeling valued and respected

Handle difficult or sensitive topics (customer meetings, financial presentations, major speeches)  
with less nervousness

Present ideas in a more compelling and confident manner

Develop leadership presence when negotiating with different cultures and personalities

### Amy's Education and Training

Psychology (Bachelor of Arts) from Michigan State University  
CoachU, a US-based coaching school, PCC certified  
JS-International, NLP training, Master Practitioner  
BATS (Bay Area Theatre Sports), Improvisational Training  
NLP Certified Practitioner  
NLP Master Practitioner

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