

MEET THE AUTHOR:

Mary Jane Paris

Attitude: The Power of Positive in Business

Thursday, July 21, 2011 | Registration: 8 am | Program: 8:30 to 10 am | **Crowne Plaza**, 100 Berlin Rd., Cromwell

Schedule

8 to 8:30 am
Coffee/Registration

8:30 to 9:30 am
Conversation with Mary Jane Paris

9:30 to 10 am
Networking breakfast buffet with Mary Jane Paris

Mary Jane Paris' last program sold out. Don't miss her latest presentation!



Mary Jane Paris

Back by popular demand! Register now to reserve your spot.

Customer service is more than a department or a job. It's an attitude. A positive attitude influences customer loyalty, satisfaction, and the total customer experience. Have you examined your attitude lately?

Join us to learn how attitude affects:

- Your personality and work performance
- Your ability to attract and retain customers
- Relationships and the work environment

- Workforce diversity, career success, and teamwork
- Your bottom line results

About the Author

Mary Jane (MJ) Paris is president, the "positive energy" source, and founder of Positive Impact Consulting Services LLC and is the author of *A Positive Workplace Means Business! It Just Makes Cent\$!* She brings a broad base of experience in leadership, management, and employee development gained from more than 25 years in sales, retail banking, training, recruiting, coaching, project management, fundraising event planning, and community leadership.

REGISTRATION: ☎ 860.244.1900 📄 860.244.8416 🌐 cbia.com @ registrar@cbia.com

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July 21 • Cromwell

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- CBIA member companies\$35
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