



INCREASE YOUR SALES AND IMPROVE CUSTOMER SERVICE

Let us show you how to increase revenue, improve your customer or patient's experience and improve your staff engagement and employee morale. At Childress Garrett & Associates, our proven track record in training and consulting is recognized nationwide.

Using our proprietary training tools, combined with over 20 years of hands-on, "real world" experience, we can take your business revenue to the next level. Call us today and we will show you how!

TRAINING AND CONSULTING SPECIALISTS IN THE AREAS OF:

- Customer Service
- Sales
- Leadership
- Team Building

SERVING THESE INDUSTRIES FOR OVER 20 YEARS:

- Medical
- Dental
- Manufacturing
- Financial
- Telecommunications / Call Centers



NEED A SPEAKER

If you need an exciting motivational speaker to "PUMP UP" your next meeting, conference, or retreat, give us a call!

(865) 256.8638 or email us at debbe@childressgarrett.com

TESTIMONIALS

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You can expect to see an increase in customers/patients directly resulting from the training that Debbe and her team will provide.

William King, CPA, CFP, CHBC

Accountants and Business Advisors

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They had an intimate understanding of the issues we face in healthcare. Debbe and Pierce met us at our level of specific needs, goals, and direction. From our initial training to their next visit we had NO patient complaints!

Marcy Cornett

Director, Regulatory Compliance, North Florida Pediatrics

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We were looking for a communication training program for our staff and we were very pleased with the afternoon of training and role playing. I would recommend them for your marketing needs.

Anne McGaugh

Office Manager, OB/GYN Associates of Oak Ridge

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We are very pleased with the sales and communication training we received. The "Enhancing Email Communication" training was particularly insightful and many of us had an "ah-ha" moment when we learned ways to improve our skills.

Lori Whalen

Director, Sales Americas - BU Glass RHI US Ltd



TRAINING

CUSTOMER SERVICE

- Telephone Skills
- Front Desk
- Appointment Conversion
- Patient Experience
- Professional Image
- Behavioral Styles
- Positive Communication

SALES

- Understanding Buyers
- Lead Generation
- Effective Presentations
- Closing Techniques
- Tele Sales
- Email For Selling

LEADERSHIP

- Leadership Development For Managers
- Team Building
- Public Speaking

CONSULTING

Medical/Dental Practice Management

Our consultants have been working in medical and dental practices for over 20 years. They have comprehensive experience in practice management and can help your practice in the following areas:

- Front Desk and Office Management
- Marketing Plans
- Marketing Rep Training
- Mystery Shopping and Training
- Scheduling and Office Flow
- Start-up Planning

Business Consulting

Whether your business is large or small, for profit or nonprofit, let our consultants help you with your most valuable resources – your staff.

We offer:

- Executive Coaching
- Business/Marketing Plans
- Personnel Evaluations
- Start-up Planning
- Employee Engagement Programs

TESTIMONIALS

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The sales knowledge and expertise we already had was surpassed by what they delivered in just one day. Time and money well spent!

Jay Brooks

VP Sales, Gravity Networks

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DM clients enjoy the entrepreneurial spirit that Debbe shares with them through her services. Individual tailoring of those services to the specific needs of each practice with the practice budget in mind is a must, and that's how Debbe does it!

Paul King

President, DoctorsManagement

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Having worked with Debbe's team on many projects, I can attest to their engagement in a real and personal way with each client and group. From their one-on-one training to their workshops and seminars, each person returns to their position more confident in their abilities to work with patients and clients.

Chris Trezise

President, Creative Director
Brainstorm International

**TAKE THE NEXT
STEP TO REAL
POSITIVE CHANGES
IN YOUR BUSINESS
OR PRACTICE.**

Call (865) 256-8638 or email us at
debbe@childressgarrett.com

TODAY!