

# Tyrone A. Holmes, Ed.D

A Professional Speaker and Consultant  
Building Powerful CONNECTIONS® in  
Diverse Organizations



## Building Powerful CONNECTIONS® for Customers

Providing exceptional customer service is not an easy task. One of the reasons for this is there are often problems during the interaction between the **customer** and the **customer contact person**. These problems include poor communication, a lack of empathy, ineffective listening, overusing scripts during the conversation, defensiveness on the part of customer contact people, and cultural and language misunderstanding. CONNECTIONS for Customers® addresses these problems. It is a highly interactive, skills-focused workshop that teaches participants how to successfully communicate with and serve a diverse array of internal and external customers.



### Because of this presentation, you will be able to:

- Use The L.U.C.A.S. Approach® to effectively communicate across cultural differences.
- Use skills such as *The S.O.L.E.R. Technique*, *probing*, *clarification*, *active listening* and *summarization* to effectively handle customer service problems and issues.
- Apply the 3 C's of Customer Service (Care, Competence and Consistency).
- Identify and effectively interact with 4 customer types: Collaborators, Dominators, Accommodators and Avoiders.
- Manage difficult customer interactions more effectively by systematically reducing emotional noise.

Book Dr. Holmes for your next meeting or event

Contact info

[doctorholmes@sbcglobal.net](mailto:doctorholmes@sbcglobal.net) | 480-822-0969 | [www.DrTyroneHolmes.com](http://www.DrTyroneHolmes.com)

## Testimonials

*A very unique ability is to captivate an audience and make them process your spoken words long after you have left the room. This, I am sure, occurs on many occasions when Dr. Tyrone A. Holmes speaks. It certainly happened when he spoke at the Association for Multicultural Counseling and Development's Samuel H. Johnson Luncheon. He understood our mission and delivered a powerful and memorable keynote address that provided our guests with the "professional opportunity of a lifetime".*

**S. Kent Butler, Ph.D, PLPC, NCC, NCSC, Associate Professor, University of Missouri at St. Louis**

*I would like to thank you for facilitating our ADC retreat on August 22. I thought it was extremely helpful and judging from the feedback I received, many of the Deans felt the same way too. I appreciate your expertise and look forward to working with you again in the near future.*

**Chukuka S. Enwemeka, Provost and Senior Vice President, San Diego State University**

*Thank you, Dr. Holmes for facilitating two separate 60-minute virtual workshops on "Unconscious Bias: A Quiet Performance Killer" for our organization. You were engaging, thought provoking, and helped provide our teams with actionable items to bring back into their work. These sessions were so valuable, and I truly appreciate your time, experience and insight.*

**Kelly Vickers, Vice President of Corporate Social Responsibility, Alliance Residential Company, Phoenix, AZ**



Dr. Tyrone A. Holmes is a professional speaker and consultant who has spent three decades teaching thousands of people to build powerful relationships in diverse settings. He received his bachelor's degree in Rehabilitation Education and master's degree in Counselor Education from Penn State University. Dr. Holmes received a second master's degree in Business Management from the State University of New York, before earning a perfect 4.0 GPA in his Counselor Education doctoral program at Penn State. As the owner of T.A.H. Performance Consultants, he has facilitated more than 1,500 keynotes, training seminars and virtual workshops that have taught participants to connect with others despite their differences, to effectively articulate their messages, to connect with diverse audiences and groups, and to reduce the negative impact of unconscious bias. Dr. Holmes served as a full-time faculty member at Eastern Michigan University in the Department of Leadership and Counseling, and at Wayne State University in the Department of Theoretical and Behavioral Foundations. He is also a Past President of the Arizona Chapter of the National Speakers Association. Dr. Holmes is an eSpeakers Certified Virtual Presenter, Certified Virtual Host and most recently, Certified Virtual Master Presenter.

**Book Dr. Holmes for your next meeting or event**

**Contact info**

**[doctorholmes@sbcglobal.net](mailto:doctorholmes@sbcglobal.net) | 480-822-0969 | [www.DrTyroneHolmes.com](http://www.DrTyroneHolmes.com)**