

January 17, 2008
General Meeting

Where: Concord Hospital, 250 Pleasant Street, Concord, NH 03301

Directions: [Click here](#)

Time: 5:30pm - 7:30pm

Cost: \$20.00 - Members/\$30.00 - Non-Members

(checks payable to: HDI NNE)

Speaker: Phil Verghis

Phil is a preeminent expert on global service delivery and is a highly sought after speaker around the world. He was the chairperson of the Strategic Advisory Board of HDI.

Topic: Customer Psychology - Simple Lessons for Great Results

Title: Wow! I didn't know they did that: What customer support & service can learn from other disciplines.

Is there really anything those of us in support can learn from research in fields as diverse as customer psychology, medical research, NASA and the FAA's crash investigation team? Come for what promises to be a fascinating session with our own local world-renowned guru Phil Verghis, who will connect the dots and leave you with simple techniques you can apply the moment you get back to the office.