

# **Leslie Rose**

**Conference Speaker & In-house Trainer at Leslie Rose Seminars**

Toronto, ON, CA

Humor, Effective Communication & Customer Service

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## **Description**

Leslie presents in-house and at conferences on Exceptional Customer Service, Humor, and Effective Communication. He also presents on Dealing With Difficult People, Optimal Stress and Coaching for Managers.

For 10 years Leslie was the Director of Training for the Canadian Institute of Stress. His programs are customized and valuable for managers and frontline staff. Leslie's presentations are more practical than presentations with similar topics and his workbooks are filled with easy to understand and easy to apply suggestions about what to say and do to achieve results.

Sometimes Leslie's customer service program is offered to every employee in a company, sometimes in conjunction with Coaching for Performance. His seminars are successful with businesses, non-profits, boards of education and all levels of government. He is based in Toronto but travels anywhere. Leslie is cost-sensitive to organizations with limited budgets. Leslie's programs are enjoyable and involving. He is often asked to present 2-3 times at an event. He can be reached at 416-423-0400. [www.leslieroseseminars.com](http://www.leslieroseseminars.com)

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## **Availability**

Keynote, Workshop, Corporate Training

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## **Industry Expertise**

Training and Development, Health and Wellness, Professional Training and Coaching

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## **Topics**

Humor for Effective Communication, Exceptional Customer Service, Managing Stress: for Optimists Pessimists and Skeptics, Communicate for Success, Dealing With Difficult People

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## **Affiliations**

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## **Sample Talks**

## **Humor:An Essential Skill for Effective Communication**

The Humor seminar teaches participants how to use humor to communicate more effectively. With a touch of humor, anyone can reduce stress, improve customer service and build rapport with others. The Humor seminar helps participants find new ways to add more fun to daily activities. This seminar, with an emphasis on improving skills for everyday communication, is unique. It is available as an after-dinner talk or seminar, often in conjunction with Leslie's Dealing with Difficult People seminar.

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## **Past Talks**

### **Communicate for Success**

Peterborough Housing staff Development Day

### **Exceptional Customer Service**

Atria Networks, company-wide, customized customer service program for 140 employees

### **Effective Communication**

Continuing Education, Niagara College

### **Communicate for Success**

Daimler Bus professional development day for managers

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## **Education**

### **University of Waterloo**

MASc Communication

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## **Testimonials**

### **Kersty Franklin**

"Wow. Having been a trainer, a psychotherapist, a public speaker and a recipient of 1000s of hours of training, I have to say that your presentation yesterday just joined my top 5 group of presentations ever."

### **Cathy Watson**

"Every once in a long while in life something happens that opens up a whole new level of understanding for you. Your presentation did that for me. Thank you very much."

### **Wray Armstrong**

"Leslie, thank you for the great seminar! I really enjoyed the content and the easy-to-understand presentation style. I have already started to use it.."

**Shirley tomovice**

"Leslie rose has taught a great number of seminars for Niagara College over the past 25 years. Lesli's interesting and meaningful presentations include a relaxed and easy to understand delivery style involving lots of interactive experiences. His programs always produce very positive feedback."

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