

INTRODUCER : Audience members may not audiotape this seminar. Before reading introduction, please advise them that: *"individual taping of the presentation is prohibited based on copyrights"*. The following would also be greatly appreciated: *"Because ringing cell phones are distracting to everyone, let's all take a moment right now to turn the phones off or to vibrate" (pause and glance at the audience to be sure they heard you! Start the introduction after the audience has done this.)*

COMBINED INTRODUCTION: Boswell/Corcoran

We are fortunate to have 2 speakers for our meeting today. I'll introduce both speakers now, and then Suzanne will jump start the session.

Dr. Jean Corcoran is a licensed, clinical psychologist and assistant professor of psychology at Virginia Commonwealth University in Richmond, VA. She teaches courses at the doctoral level such as Interviewing, Ethics, and Psychopathology. Prior to her work in psychology, she was a Psychiatric Nurse in New York and Texas. She has masters degrees in Psychology and Gerontology as well as her Ph.D. in Psychology. In her courses and her clinical work, her interests are centered on interpersonal communication and relationship-building. She consults with individuals and students on related topics. Dr. Corcoran brings to this program the scientific perspective.

Suzanne Boswell is a professional speaker and consultant from Raleigh, NC. Some of you may know her as the dental "Mystery Patient". She is author of the book, **The Mystery Patient's Guide to Gaining and Retaining Patients**, Suzanne has written articles and columns for numerous dental journals, earning 2 national awards for her work. Suzanne speaks at dental meetings throughout the North America on topics related to interpersonal relations and customer service.

Suzanne and Jean will teach us how to communicate confidently in challenging situations and with some difficult people. ...So now.....it's time to put away the Maalox ... the Roloids ... the Tums ... and please ... during this session, no swigging Pepto-Bismol straight from the bottle. I'm confident you're going to enjoy this program.

Please join me in welcoming Suzanne Boswell.....

(INTRODUCER: A light approach, your good humor, and a smile during this introduction will help to increase audience interest in the program! THANK YOU!)