



# FREE **SPRING CUSTOMER SERVICE SEMINAR**

## FEATURING **DR. REBECCA HEISS**

**WHO SHOULD ATTEND:** Anyone working with customers and visitors

**TIME & DATE:** 8:30-10 a.m. MT on TUESDAY, MAY 13, 2025

**LOCATION:** **RAPID CITY** - The Monument (LaCroix Hall C),  
444 Mt. Rushmore Road N.

**REGISTRATION:** Registration is not required for this session.  
There is no charge to attend.

### **Fear(less) Stress**

In this energizing session, stress physiologist Dr. Rebecca Heiss reveals the best-kept secret to “managing” stress: how the very pressures that keep you up at night can become your greatest competitive edge!

Let’s face it—customer service professionals constantly navigate intense situations. From handling difficult customers and resolving complex problems to maintaining composure when tensions rise, your role demands exceptional performance under pressure. That’s great news, because Olympic athletes don’t break world records at practice — they break records when the pressure is at its peak. We can all learn to perform at our best under stress as well.

With the right mindset, stress can motivate and inspire us all to achieve new levels of performance while deepening our purpose and our connection to one another.

With inspirational storytelling and science-backed practical tools, Rebecca will reveal how we can use stress to power forward together and rise to new heights, no matter what challenges get thrown our way.

### **MEET THE SPEAKER**



As a stress physiologist, Dr. Rebecca Heiss is dedicated to helping us overcome our instinctual limitations - the ancient, often subconscious fears that hold us back from our optimal performance and our happiest lives. Her research has been designated “transformative” by the National Science Foundation and it is waking up audiences around the world.

Today she shares her T-minus 3 Technique to transform fear to fuel from stages around the world as a full-time speaker and facilitator of her Fearless Masterclass. She continues her research on how we can turn trauma into Post Traumatic Growth (PTG) rather than PTSD. Rebecca’s “fear(less)” message inspires hope and actionable insights to train our brains to work for us, rather than against us in times of change and uncertainty. With surprising humor and palpable energy, no matter if Dr. Heiss is delivering virtually or on stage, she wins over her audiences with interactive, inspiring, and timely takeaways.

See more on Rebecca’s website, [RebeccaHeiss.com](https://RebeccaHeiss.com).