

Successful employees are outstanding communicators



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"This presentation was very informative for me because I am on the phone for my entire workday. The excellent customer service and professional communication information will definitely help me become a better employee." Emails, phone calls, in-person conversations, texts, IMs, letters, proposals – everyone is a potential minefield. And in business you can get it right ten times as you build a relationship, but get it wrong just once and that's all the other person remembers. Professionals need outstanding communication skills so they can "get it right" every time.

Email□□□□□□□□□□□□□□

- When is email the right choice?
- "State and ask" method
- Nuts and bolts

- The dangers of bcc and when to cc
- Minimizing "reply all" abuse
- Turn around time

Smartphones□

- The #1 rule
- Multitasking and your image

Texting□□□□□□□□□□□□

- Rules for texting: when and where
- How to ask people to stop
- Texting and image

Conversations

- Why your word choice matters
- The impact of swearing
- "Praise, concern, suggestion" method
- Resolving conflict
- Non-verbal communication cues
- Communication & generations

And so much more!

Training Modules

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