

COMMUNICATION SKILLS: THE BUSINESS SKILL THAT CREATES SUCCESS

WEBINAR DATE

September 12, 2017

TIME

10 to 11:30 a.m. Central Time

REGISTRATION DEADLINE

September 11

WEBINAR OVERVIEW

Impressions matter. They're critical to both your external and internal customer relationships. Those impressions are developed with each interaction, and set the stage for how you get work done through others, how to get what you need from others, and how to foster relationships that move you forward. This webinar will help you learn how to build a respected and positive reputation across the organization.

KEY TOPICS

- The importance of diplomacy and tact in today's demanding workplace
- Body language in sync with the intended message
- Maintaining composure and confidence in tough situations
- How to effectively communicate criticism, bad news or in conflict situations



WEBINAR REGISTRATION FORM

COMMUNICATION SKILLS: THE BUSINESS SKILL THAT CREATES SUCCESS

Name: _____ Job title: _____

E-mail address: _____

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