



Professional Telephone Etiquette

Presented by John Gray

Webinar held on Tuesday, October 10, 2007

1:00 p.m. – 2:00 p.m. (Eastern)

Education from the Comforts of Your Office!

Simple to access - live training session, with visuals delivered via the Internet, and audio delivered via telephone (participating sites also receive hard copy of visuals).

What You Will Learn

Despite the high-tech innovations that have revolutionized the workplace, the most important business tool in the office is the telephone. Projecting a customer-focused image, maintaining positive relationships, and supporting associates are done through telephone communications.

The goal of this workshop is increased ability to provide excellent service through the telephone to both the external and the internal customer. Whether the caller is a valued client, a potential customer, or an associate within the organization, verbal and nonverbal expertise establish a positive foundation for continued service.

Key concepts covered include:

1. Success Habits of Top Professionals
2. Making a Dynamic Impression from Beginning to End
3. Professionalism: Language, Speech, Reliability
4. Power Tips for Voice Mail, Phone Tag & Screeners

What If you are Unavailable on this Date?

If you are unavailable to participate in this webinar, you may purchase the CD and handouts of the live presentation for \$149 USD. To purchase the material, please contact KRM directly at 1-800-775-7654.

- Time Effective ● Cost Effective
- Multiple Participation for One Site Fee!



Register Now!

Fee is \$149 payable in US Funds
per site - not per person

You may also purchase audio-CD/handouts directly from KRM if you unable to attend the Live presentation for \$149 USD

Call KRM Information Services at 1-800-775-7654 and reference **Professional Phone Etiquette**

Let them know you are a **AVDA** Member!

** If you are an international registrant, there will be additional phone charges. Please call KRM Information toll free at 800-775-7654 or 715-833-5426 for more information.*

Once registered, KRM will provide complete instructions on how to participate via the Internet and telephone.

Questions? Call or write AVDA at 443-640-1040 or avda@ksgroup.org

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