

Sara Armstrong



Change – Balance - Synergy

**Keynote
Break-out Sessions
Lunch and Learn
Half and Full day
Seminars**

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Watching Your Words – Rules for Business Conversation

Maximize your telephone skills and show customers you care! With telephone technology expanding, customers are more sensitive than ever about the way they are treated on the phone. Here is a training program that will help you to develop effective, professional telephone communication skills.

You will learn:

- To improve skills in communicating information efficiently and effectively on the phone
- Skills that help you project self confidence over the phone
- To document conversations for follow-up and reporting

Contact us today to book Sara Armstrong for your event



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