

The GHRA's Human Resources & Education Committee presents

COMMUNICATING WITH CUSTOMERS DURING THE NEW NORMAL TIMES

Businesses that want to survive the new normal time must ensure communications with customers are effective, consistent and timely. The course will discuss the importance of the following:

- Training your employees to communicate effectively
- How customers digest information differently
- Telling customers vs. helping customers understand
- Dealing with customer's frustration and resistance
- Verbal clarity and comprehensible communication
- Building trust through consistency in communication and action
- Seeing through customer's perspective
- Effective body language and gestures
- Visual communication and effective visibility
- Keeping up with changes and updates and consistently updating business information and changes
- Demonstrating more gratitude more often to engage with customers

TOSHIE ITO

MOTIVA TRAINING & CONSULTING



TUESDAY
DECEMBER 1, 2020
10:00 AM - 11:30 AM

REGISTER VIA ZOOM
SCAN QR CODE



962 PALE SAN VITORES ROAD
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DEADLINE TO REGISTER:
NOVEMBER 26TH, 2020