



## Telephone and Email Communication Do's and Don'ts

A lot of employees do their primary communication with customers via the City's telephone and email systems. Thus, this two-hour workshop led by Melany Felton and Charon Mckinley covers the suggested City of Fresno standards for answering and transferring *telephone* calls as well as suggestions for fine-tuning our listening and verbal communication skills. It also addresses crucial facets of *email* communication such as being concise, being aware of the tone of your email, maintaining professionalism when frustrated or angry, and using correct grammar and spelling,

The following sessions are offered in 2010:

- Tuesday, May 25 from 9 am – 11 am
- Monday, November 8 from 2 pm – 4 pm

### Organization Development & Training Division

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