



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 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 sessions offered in 2011 are:

- Wednesday, April 13 from 9 am – 11 am
- Tuesday, November 29 from 2 pm – 4 pm

Organization Development & Training Division

Our mission is to constantly build organizational effectiveness by providing the material and conceptual resources needed to improve performance and enhance the quality of work life. We are committed to the continuous growth and development of our people.