



Essential First Impressions: Business Etiquette and Professional Conduct



Build the skills you need to enhance your current relationships, develop and grow new ones, and ensure every interaction is a valuable, positive, successful one.



Demonstrating professionalism, establishing rapport, communicating well and effectively solving customer problems



In today's high-tech world of communications, it's easy for us to forget that the people we're emailing, texting, or speaking with on the phone are real people. People who are treated with respect, kindness and attention are more willing to engage with you as a partner.



Build better, lasting, more meaningful relationships with clients and co-workers, establish a sterling reputation for integrity and camaraderie, set yourself apart as a leader and pillar of your community.