



ANTIGUA AND BARBUDA EMPLOYERS' FEDERATION

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ABEF in collaboration with

iRise Management Services Limited

PRESENTS



“Phone Savvy: Building a Positive Phone Culture in the Workplace”

AN INTERACTIVE AND DYNAMIC WORKSHOP

This is a training program that focuses on creating a positive and productive phone culture within the workplace. The goal is to improve communication and customer service by teaching employees the skills and best practices for effective telephone communication.

The training would cover a variety of topics such as:

- The importance of phone etiquette
- Communication skills
- Handling difficult situations
- Building trust and rapport
- Teamwork and collaboration
- Phone technology
- Role-playing exercises
- Follow-up and feedback

If you are desirous of improving your customer service skills or would like to learn how you can transition from the ordinary to the extraordinary then this session is for you.

Host: Mrs. Orena David-Charles – Certified Customer Service Trainer

Date: Thursday 16th February 2023

Time: 1:00 p.m. – 4:00 p.m.

Venue:

Financial Services Regulatory Commission, Royal Palm Place, Friars Hill Road

Cost Per Person: \$275 Members, \$325 Non-Members

To register: <https://forms.gle/xXkt81Fz8wJzmEwZA>

All payments to be made to the office of the Antigua & Barbuda Employers' Federation, Unit #2 Brysons Business Complex Friars Hill Road on or before Tuesday 14th February 2023.

Cancellation will only be refunded or carried forward upon notification or cancellation within forty-eight (48) hours in writing prior to the start of the Workshop. Absolutely no refund for “no shows”. **All payments to be made prior to the workshop date.**

Email - secretariat@abef-anu.org or call -268-462-0247/0449