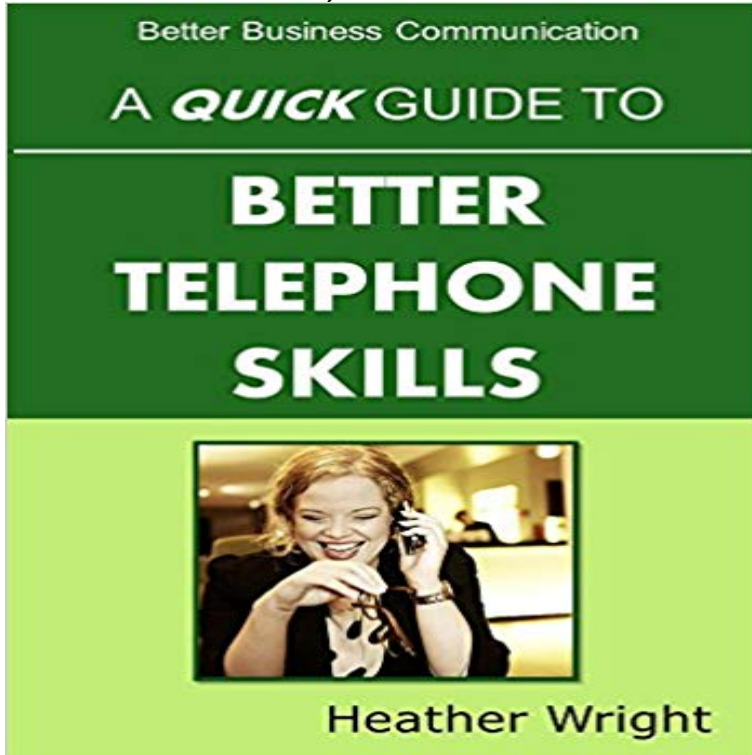


A Quick Guide to Better Telephone Skills (Better Business Communication)



This book is your quick guide to telephone skills. In five short lessons, you'll have the skills you need to be the best ambassador you can be for either your own company or your employers through your ability to communicate over the phone. The five quick steps in this book will help you refine your telephone skills so you always sound like a confident professional.

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