



EMORY
UNIVERSITY

Campus Services

Division of Business
and Administration



SUMMIT

LEADERSHIP
DEVELOPMENT
SERIES

IN-PERSON

- **Date:** Wed. Oct. 18th
- **Time:** 10 a.m. - 12 p.m.
- **Location:** ESC N302

VIRTUAL

- **Date:** Wed. Nov. 8th
- **Time:** 1 p.m. - 3 p.m.



Effective Customer Communication

Effective communication with customers is essential for creating lasting relationships and ensuring customer satisfaction. Using email communication effectively involves a combination of clear messaging, appropriate tone, thoughtful formatting, and timely follow-up.

This training will provide participants with the skills and techniques needed to communicate confidently, empathetically, and professionally with customers via email and other communication methods.



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Zoom link to follow registration for virtual sessions.



Email any questions to csccommunications@emory.edu