

Continuum



Communicating in a High-Tech World

Who would gain from this presentation:

- *Call centers.*
- *Any employee who communicates using technology.*
- *Anyone who has experienced a misunderstanding while using communication technology.*

Email, voice mail, cell phones, pagers...the number and availability of high-tech methods of communication seems to increase daily. Unfortunately, etiquette in the use of these media has been slower to develop. This seminar explores the different technologies, the appropriate use of each and times when personal contact is the best.

What People are Saying About Communicating in a High-Tech World:

"Timely subject matter."

"It was thoughtful and helped each individual review their feelings and preferences to make educated choices."

"Great information; most was new."

"Interesting to hear views on email."