

THE LOST ART OF BUSINESS ETIQUETTE



TEAM

PROGRAM DESCRIPTION:

Business Etiquette is the key to success in your pharmacy. This course provides a framework for you and your team in building successful relationships with customers and co-workers. Walk away with the ability to foster exceptional relationships while making your business better.



WHO SHOULD ATTEND

Any Key Employees



TYPE OF CLASS

Webinar



LENGTH OF CLASS

6 Weeks

TOP BENEFITS:

- Learn the skill of making a great first impression
- Develop and practice using listening skills and reading body language
- Understand drama in the workplace and the negative impact it has in the pharmacy
- Develop positive relationships with customers and your coworkers
- Learn techniques to deliver courteous and respectful communication

FINANCIAL IMPACT:

- Create customer loyalty with a well-trained staff
- Streamline on-boarding new employees and level up your current team set
- Give your team the confidence to implement other profitable strategies
- Invest in your employees to reduce turnover