

# CUSTOMER SERVICE & PROFESSIONALISM

## *for Women*

Twenty-five successful, professional women  
share their powerful tips for image, attitude  
and behavior in the workplace

- ~ Dealing with Anger & Frustration
- ~ Assertiveness versus Aggressiveness
- ~ The Art of Excellent Listening Skills
- ~ Seven Keys to Powerful Self-Confidence
- ~ Business Etiquette ~ Your Professional Image
- ~ Speaking to be Heard ~ Creating a Caring Culture
- ~ Effective Selling Techniques ~ Going the Extra Mile

Edited by

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