



Telecommunication Skills: 10-Hour Series (with CD-ROM) (10 Hour (South-Western))

Roberta Moore

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Office workers have many options for communicating with customers and clients, interacting with co-workers, and performing a variety of other work tasks. Today, all of these involve the use of telecommunications technology. This text will provide the necessary skills for using telecommunications equipment, practicing telecommunications etiquette, and using the technology to solve business communication problems.

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