Business Communication Training

UWG Continuing Education responds to the ever-changing business environment by helping you remain on the leading edge of business skills, computer technology, management development, and industrial training. Our training programs are instructor-led, practical, professional and results-driven.

Business Communication Training with Instructor Susan Hall Webb, Ph.D.
Associate Professor and Director of Business Education, University of West Georgia; Richards College of Business

Customer Service Essentials
Excellent customer service is a reflection of a business. This course emphasizes the following five skills:

- Problem-Solving
- Conflict Resolution
- Understanding the Needs of Consumers
- Developing Team and Leadership Skills
- Customer Retention

Developing Your Leadership Potential
Leadership skills are valued in the workplace. This course addresses the following topics:

- Leadership Qualities
- Leadership Styles
- Setting SMART Goals
- Motivation and Delegation
- Putting It All Together

Essential Communication in the Workplace
Effective communication skills in the workplace is essential. This course emphasizes the following skills:

- Construct Effective Correspondence
- Conflict Management
- Leadership and Interpersonal Skills

As an alternative or a supplement to your organization’s in-house training, UWG Continuing Education can custom-design training programs that address your organization's specific needs and interests.

We deliver powerful learning experiences that support your key business objectives.

To inquire about customized or contract training, contact Dale Fleming, Program Manager at 678-839-6612 or e-mail dfleming@westga.edu.

westga.edu/conted