

Business Communications 2

Focused on professional communication skills for staff members who are customer or vendor - facing

- Going in with a plan
- Reading the room
- Protecting your reputation and company brand
- Maintaining a partnership with your customer / vendor
- Asking open ended questions, why listening skills matter
- How winning the discussion could lose the customer/vendor
- The benefit to difficult conversations



The course is recommended for all staff members who are customer or vendor-facing.

PDH:
2

Time and Date:

Tuesday, March 10th, 2026
9.00AM to 11AM
Class Duration: 2 hours

Location:

EBMI Office | 900 S. Highway Dr. | Suite 203 | Fenton, MO 63026

Instructor:

Mark Serafino | 314.713.0967 | Sincerely Speaking LLC.

Tuition and Fees:

Tuition due two weeks prior to course start date.

Employees of non-member firms	\$195
Employees of EBMI member firms	\$175
Late Fee (additional \$50) Paid after two weeks prior to start date of class.	\$50

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