



SUBSCRIPTION SERIES BROADCAST
November 18, 2004
9:30-10:30 AM CST / 10:30-11:30 AM EST

Surviving in a Radically Changing Workplace

Featuring:

Pete Land, President, Peter A. Land Associates, Inc.
Dianna Booher, Founder & President, Booher Consultants
Bonnie McElearney, Director-Employee Development, Atmos Energy Corp.

Target Audience: *All employees*

Issues:

- The new workplace has some sobering challenges with the aging workforce, a global economy creating incredible competition and outsourcing.
- Learn why your company image may be created by those using email ... that may not be a good thing.
- What provides real job security!

Program Overview:

- How are we addressing our "signature" workplace performance?
- What are some techniques that we can use to help us in our communication model especially email?
- What are some major obstacles for not calling in help when we need it?
- Do we have a customer relationship management process that gives our customers "real" people to help them with their questions or needs?
- What process or learning do we have that assists our employees to become more effective "ambassadors" for our company to each other and the community?
- What email guidelines do we have in place to make sure our company image is not impaired?

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