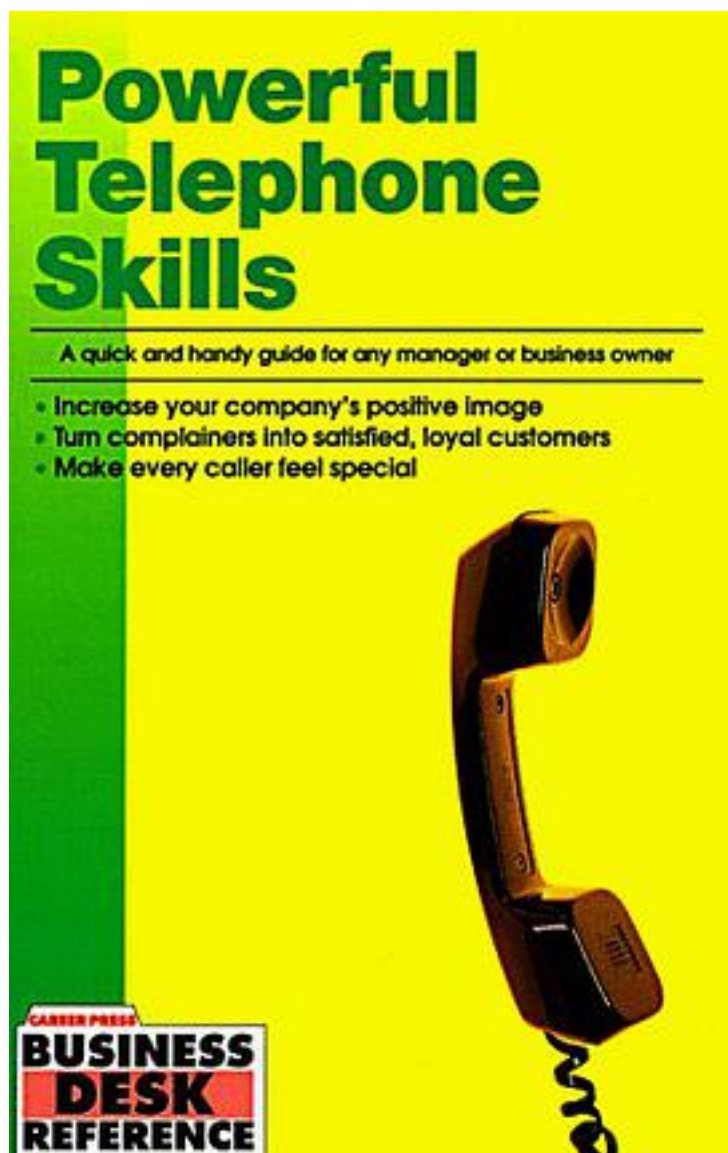


Powerful Telephone Skills



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See how to get your phone calls off to a good start, handle complaints with grace, screen callers tactfully, and make a powerful impression.

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