



Cutting edge communication comedy series. Creating positive impressions /

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Seven Dimensions,
2011

Documentary films

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Carol greets new clients but struggles with their name pronunciation. Michael and Wendy are not welcoming, so Carol gives them tips on smiling and positive facial expressions. When the clients complain about Mana's presentation, Carol agrees and puts her down then coaches her--all in front of the important clients. They are unimpressed and leave. Carol is showing some important clients through the office and notices that team members Michael and Wendy are being cold and unwelcoming. Mana comes to greet these clients as Carol struggles with the pronunciation of names. Mana gives a vague explanation of what the clients will be doing. Carol takes an opportunity to school Wendy on her greeting skills and Michael on the lack of warmth in his facial expressions and body language. Mana leaves the clients unfulfilled while Carol admonishes her in front of these important people at the same time giving her tips to improve. Meanwhile the clients are embarrassed and leave as Mana and Carol argue in front of them

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Título: Cutting edge communication comedy series. Creating positive impressions Eve Ash and Erin Browne

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Descripción física: 1 online resource (6 min.)

Duración: 000611

Mención de serie: Academic Video Online

Nota general: Title from resource description page (viewed Dec. 18, 2014)

Formato físico adicional: Previously released as DVD

Lengua: In English Original language in English

Materia: Personnel management Communication in management Interpersonal conflict

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