



MORTGAGE BANKERS
ASSOCIATION

Greater Rochester
PRESENTS

Jacqueline Whitmore

INTERNATIONAL EXPERT

AUTHOR - SPEAKER



EFFECTIVE CLIENT COMMUNICATIONS

Have you ever sent an email or posted something on social media that you later regretted? Did autocorrect make you an @\$ \$? Are you saying one thing, but your clients hear something completely different? **Join us on May 2nd and learn from world renowned communications expert Jacqueline Whitmore how to avoid communication catastrophes.**

Effective communication through technology and face to face interaction will provide you a competitive advantage, advance your career, and build a stronger rapport with clients and co-workers.

Do you when communicating:

- TEXT Speak?
- Say "Yes, but..."
- Respond "I'll see what I can do"
- Assume you are being understood
- Fail to verify what you typed



Thursday, May 2, 2019

8:15am Registration & Breakfast; 9:00am Program - Monroe Golf Club, 155 Golf Ave, Pittsford, NY

Registration Form:

COST: \$15 MBA and GRAR Members / \$40 Non-Members

May 2019

Name: _____

Company: _____

Number Attending: _____ @ \$ _____ = \$ _____ Total Enclosed

In keeping with its mission to provide educational programs to its membership, a substantial portion of this event is underwritten by the Mortgage Bankers Association of the Genesee Region. Make check payable to: Mortgage Bankers Association and mail by April 26th to Mary K. Dawson, Underberg & Kessler, 300 Bausch & Lomb Place, Rochester, NY 14604 - Phone (585) 258-2847 Fax (585) 258-2821

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