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Phone Etiquette

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| B | D | M | N | H | Q | A | E | R | S | E | S | L | E | M | V | Y | S | E | A | D | Z | A | I |
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   smile       effectiveness       relationships       resources       welcoming       happy       interested       tone       informative       demeanor       posture       attentiveness       listen       speech       confidence       sincerity       helpfulness       attitude       articulate       friendliness       responsiveness       courteousness       pleasantness       body language