

Business Learning Series

Whether you are thinking about starting a business or have been in business for years, this video series is designed to help at any stage. Lynda.com is a video training library provided by the Public Computer Labs. Hosted by the Saint Regis Mohawk Tribe Office of Economic Development, this series is taking place the third Thursday of every month in the lobby of the Community Building, 412 State Route 37, Akwesasne.

Finance Essentials for Small Business

Thursday, January 21, 2016 - 5:30 – 6:30 p.m.

Learn strategies to help manage your small business successfully such as tracking your accounting, managing your operating cycle, and forecasting cash flow.

Business Etiquette: Phone, Email & Text

Thursday, February 18, 2016, 5:30 – 6:30 p.m.

Explains proper etiquette in your emails, some standards to use when sending and receiving business text messages, writing business letters that are properly formatted and appropriate for any business occasion including what to say in thank you and sympathy cards, and creating phone messages that are clear and effective.

Quick Fixes to Poor Customer Service

Thursday, March 17, 2016 5:30 – 6:30 p.m.

Provides step-by-step instructions for solving many common customer service problems, including chronic complaints, slow service or low first contact resolution.

All sessions are free of charge. Space is limited.

To sign up please contact Mary LaFrance at (518) 358-2835 or mలాfrance@srmt-nsn.gov.

