



## It Starts with You and Your Staff: Communications, Etiquette, and Debriefing

### Session Highlights

A huge number of attendees joined our March 31 webinar by Kari Northey entitled **It Begins with You and Your Staff: Communications, Etiquette, and Debriefing**. The presentation focused on ways to create and manage an efficient and functional funeral home practice. Issues highlighted were:

- Email practices
- Scheduling
- Staff changes
- Service debriefing
- Customer etiquette
- Cell phone usage
- Funeral processions
- Encountering the families we serve
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