

### How to Avoid an International Incident

Serving diverse clientele is not only challenging but filled with exposure to professional liability. In this fun and engaging course, licensees learn to clearly identify protected classes, enhance their personal cultural awareness, and apply communication techniques that enhances relationships between themselves and their customers/clients.

**Presenter:** Cheryl Knowlton is a record-breaking recruiter, licensed broker, real estate sales and mortgage expert. Cheryl specializes in enthusiastically empowering real estate excellence by consistently delivering highly engaging and relevant content. As the President of Elite Edge, a global real estate training company, Cheryl's programming ensures that real estate licensees, designated brokers, and mortgage professionals leave with the tools they need to be successful in their careers.

