



**Unionized Workforce in Sales**

This discussion will demonstrate best practices for working with represented sales employees. The combined knowledge of MTA and Tbaytel will be shared covering topics including incentives, sales metrics, recruitment, performance management as well as sales training.

**Speaker:** Megan Michaelson, Residential Sales Supervisor - MTA

Megan Michaelson is the Residential Sales Supervisor for MTA with 17 years telecommunications and sales experience at the company. She currently manages 3 retail locations as well as outbound and inbound call centers.

**Speaker:** Phil Hunter, Consumer Sales Manager - Tbaytel

Phil is the Manger of Consumer Sales for Tbaytel. He is currently responsible for the sales, operations, and development of Tbaytel’s Sales Partners and Corporate Retail Store. Phil was brought to Tbaytel in 2007 to launch and manage their corporate Store. Previously he spent 15 years managing people in the restaurant business where he received national awards for local store marketing and Human Resources. He has over 25 years’ experience in training, development, leadership and customer experience.