

## To my webinar friends and colleagues:

I'm delighted to have had the opportunity to present this webinar, *Why SLAs Fail and How to Make Yours Succeed*.

Here are some things for you. Simply click on the links.

- The [slides](#) (pdf) from the webinar
- A list of [SLA benefits](#)
- A [set of SLA articles](#) from my newsletter, PERCEPTIONS & REALITIES
- [Additional articles](#) and a [FAQ page](#) on establishing SLAs
- My [article](#), *With SLAs, Less is More*
- [Numerous issues](#) of PERCEPTIONS & REALITIES
- **Discounts on my books and ebooks** (just in time for graduation season):
  - ♦ *How to Establish Service Level Agreements*: [Info on this ebook](#) [Discount offer](#)
  - ♦ *Managing Expectations: Working with People Who Want More, Better, Faster, Sooner, NOW!* [Info on this book](#) [Discount offer](#)
  - ♦ *Communicate Gaps and How to Close Them*: [Info on this book](#) [Discount offer](#)
  - ♦ *How to Survive, Excel and Advance as an Introvert*: [Info on this ebook](#) [Discount offer](#)
  - ♦ *Changing How You Manage and Communicate Change: Focusing on the Human Side of Change*: [Info on this book](#) [Discount offer](#)
- The table of contents and some draft chapters from my book, *Presentation Skills for Technical Professionals*, scheduled for publication in a few months:
  - ♦ [Table of contents](#)
  - ♦ [Chapter 7: The Powerful Impact of Stories](#)
  - ♦ [Chapter 9: Logistical Preparations](#)
  - ♦ [Chapter 12: How to Present with Confidence](#)

And here, for you, is a special [pre-publication offer](#) on this book.

If you have questions about anything in this webinar — or anything else, for that matter — feel free to contact me at [naomi@nkarten.com](mailto:naomi@nkarten.com).

All the best,

*Naomi Karten*

