



CUSTOMER SERVICE ACADEMY 2019 SCHEDULE



Work Better Together

Course #	Course Title	Dates
MGMT-50D	Communication in the Workplace	January 24 & 31, 2019
MGMT-50H	Customer Service	February 21 & 28, 2019
MGMT-50F	Team Building	March 21 & 28, 2019
MGMT-50I	Attitude in the Workplace	April 11 & 18, 2019
MGMT-50B	Values & Ethics	May 16 & 23, 2019
MGMT-51G	Stress Management	June 20 & 27, 2019
MGMT-50C	Time Management	July 18 & 25, 2019
MGMT-51F	Conflict Resolution	August 22 & 29, 2019
MGMT-50G	Decision Making & Problem Solving	September 19 & 26, 2019
MGMT-52D	Managing Organizational Change	October 24 & 31, 2019

Each course is 1/2 unit of college credit and only \$23.00 to register

**For registration visit: www.mercedworkplacecenter.org
or call 209-386-6733**

Morning and Afternoon sessions are available.

**Classes are at the Merced College Business Resource Center
on 630 W. 19th Street, Merced CA 95340**

Complete all ten modules and receive a certificate and 5 units of college credit!!!

Communication in the Workplace

Communication is a key to customer service success. To best serve both our internal and external customers, we must understand what they want, when they want it, why they want it and what their expectations are. How can we figure all of this out if we aren't good listeners and communicators? This course covers verbal and nonverbal communication as well as superior listening skills. Participants will have the opportunity to practice techniques.

Customer Service

Explore key skills and attitudes necessary to effectively meet the customer's needs. Participants will be introduced to concepts and appropriate techniques for dealing with internal and external customers, enhancing customer satisfaction and insuring positive communication.

Team Building

If we don't have it together with our internal customers, that often translates into poor customer service for our external customers. Working as a team can increase productivity, enhance project management, reduce business conflicts and create superior customer service. Learn the "styles" of your co-workers so you can work better together.

Attitude in the Workplace

Having the right attitude has a positive impact on the workplace and our interactions with our customers. Explore how attitudes at work positively and negatively affect customer service, the organization's image, productivity, and employee retention. The best selling training video "FISH" will be featured.

Values and Ethics

Ethical behavior affects what happens in the workplace. This course provides the opportunity to evaluate ethical behavior and what's appropriate and what's not. A 3-step checklist is introduced to help participants in the recognizing ethical behavior.

Stress Management

Did you know 1 million Americans call in sick every day because of stress related reasons? This costs organizations money, especially in lowered productivity. This course defines what stress is and how it affects both our employees and the workplace. Causes of stress are identified and dozens of stress management tips and techniques are delivered and practiced.

Time Management

The workplace demands efficiency and productivity. The way we manage our time has an impact on our ability to get things done. Explore time management techniques at work that will help you stay in balance and be more effective in the workplace.

Conflict Resolution

Conflict gets in the way of good business. Explore the causes and impact conflict can have on customer service. Learn strategies and techniques for resolving tough issues and how to turn a difficult customer into a loyal one.

Decision Making and Problem Solving

Many of us face a constant barrage of workplace decisions and problems to be solved. Regardless of our job responsibilities in the company, we are responsible for smart choices. Learn decision making styles, processes and techniques and when they should be applied.

Managing Organizational Change

We face constant change in the workplace. Explore our natural tendencies and the tendencies of our customers to resist change. Learn skills to adapt and accept change.

CUSTOMER SERVICE ACADEMY

