

Two-Day Dispatch and Customer Service Training

Wednesday, August 4 and
Wednesday, August 11, 2010



Presenter:

Slippery Rock University Division of Lifelong Learning – Laura Magone

Class runs each day from 8:30 AM to 4:30 PM

Continental breakfast and lunch are included

Workshop Location:

**Slippery Rock University,
Center for Lifelong & Community Learning,
165 Elm Street, Slippery Rock, PA 16057**

Course Description and Topics

Problem Solving

- Understanding the basic steps in problem solving
- What is the problem?
- What are the causes of the problem?
- What are the possible solutions to the problem?
- What is the best solution to the problem?
- Learn how to clarify missing information and resolve concerns based on facts not emotions
- Understand effective use of time and resources
- Learn how to appropriately diagnose the criticality of a request

Customer Service

- Customer service excellence and the challenges of delivering it
- Benefits of customer loyalty
- Building customer loyalty
- Key defining moments in customer interactions
- Identify and discuss the three dimensions of service
- Four key qualities that customers expect
- Four key qualities to evaluate and improve service
- Customer Relationship Management Fundamentals

Delivering Crystal Clear Communication

In today's complex and competitive business world, lucid, effective communication is essential. It is the foundation on which companies and careers are built. Effective communication requires bringing together different points of view and relaying that information without losing clarity or focus. Whether it's a face to face conversation or an email exchange, a meaningful message entails establishing a connection that leaves a powerful impression.

During this program, you will build skills and learn techniques to effectively interact with fellow employees, customers, etc. either one on one or in a group setting. You will explore the vital skill of listening, develop awareness of your communication style, learn how to "read" others so that you can communicate more effectively, examine how sound communication skills add value to business outcomes and customer satisfaction, practice delivering bad news in a respectful and productive manner, and understand giving and receiving feedback.

The match cost is: \$80.00

Registration deadline: Monday, July 26, 2010 at noon

Administrative contact: Jacqui Lanagan 814-480-8000

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REGISTRATION FORM

To register for this event, please complete this form and mail or fax to:

MAIL: TEEN Industry Partnership c/o Strategy Solutions 2402 West 8th Street Erie, PA 16505	FAX: 814-480-8005	REGISTER TODAY! Each session limited to 20 participants DEADLINE: July 26, 2010 at noon
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A signature is required to ensure the participant is eligible to participate in TEEN Industry Partnership training

IMPORTANT! READ THESE REQUIREMENTS AND SIGN BELOW

The employer agrees to make a nonrefundable contribution of \$80.00 per each individual enrolled in the consortium training program to support the sustainability of the Industry Partnership. Make checks payable to "West Central Job Partnership".

The employer/participant also agrees to enroll on the Commonwealth Workforce Development System (CWDS) and provide participant data, including name and social security number, as required by the Commonwealth of Pennsylvania. All personal information will be kept confidential. WCJP will assist employer with the log in process.

EMPLOYER
AUTHORIZATION

PRINTED NAME _____ TITLE _____

AUTHORIZED SIGNATURE _____

Signature indicates you have read and agree to above requirements.

PARTICIPANT
REGISTRATION

Name _____

Title _____

Organization _____

Address _____

City _____ State _____ ZIP _____

Phone _____

Fax _____

E-mail _____

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