

**Great Community ABC &  
Rebecca Schueller Training & Consulting present:**

**DEVELOPING EXCEPTIONAL  
CUSTOMER SERVICE SKILLS**

**A Half-Day Workshop  
(9:00 am-1:00 pm or 1:00 pm-5:00 pm)**

**Workshop Description:** When you experience exceptional customer service, you know it. When you don't experience this, you also know it! But how do you define **exceptional customer service** and ensure that it is *regularly and consistently* offered by your staff to your clients and internally to your employees? Customer Service involves organizational values and culture as well as employee attitudes and skills. It starts with the organization's expectations for how program participants/customer/clients are viewed are treated and also includes the training provided to employees to do their jobs, as well as a process for constructive feedback from co-workers, supervisors, **and customers**. This 4-hour workshop helps staff at all levels build their customer service skills. Discussion areas include:

- Providing **Proactive** Customer Service
- The Importance of a Positive First Impression
- The Skills for Exceptional Customer Service
- How to Handle Difficult Situations with Clients/Customers
- Developing a Team Planning Process to Integrate Customer Feedback into Program and Organizational Operations
- Self-Care for Customer Service Professionals to Help You Bring Your Best to Customers and Clients

**Intended Audience:** All staff, from the front desk to direct service professionals, supervisors, and agency management staff provide customer service, whether to external customers or their internal staff. Staff and volunteers at all levels are welcome to attend this training. Both new and experienced staff can benefit from revisiting customer service best practices and learning new strategies to be *proactive* in providing customer service. Administrative assistants, receptionists, office managers, financial staff, case managers, supervisors, program directors, management team staff, board members and volunteers are welcome to attend.

While this training was developed specifically for human services professionals, many of the principles are applicable to business, government, and education.

❖ **Rebecca Schueller Training & Consulting, LLC** ❖

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## About Your Trainer

Owner and principal consultant Rebecca (Becky) Schueller has three decades of experience working with national, urban and rural nonprofits, community groups, tribal organizations and small businesses. In addition to 25+ years of management and leadership experience with nonprofits, Becky has served multiple community agencies in Chicago and the Bemidji area in Board, committee, and consultant and training roles. Becky brings a perspective to this training informed by her experience as a nonprofit board member, board chair, and as an Executive Director.

In 2018-19, Becky served as the Continuum of Care Coordinator for 12 counties in Northwest Minnesota, assisting with allocation of HUD funding for housing and homeless services. In 2018, Becky trained new grant writers and grants management staff for Leech Lake Tribal Development. Becky served as Executive Director for Evergreen Youth & Family Services in Bemidji for nearly 16 years (2001-2017). Evergreen's \$1 Million budget more than doubled during Becky's tenure and the staff grew from 20+ to 40+ members. After relocating to Minnesota in 1998, Becky developed the first *Catalog of Philanthropy* for the Northwest Minnesota Foundation, served as a Business Development Specialist for the Native American Business Development Center and worked for the Midwest Alliance of Sovereign Tribes in Cass Lake.

## About Rebecca Schueller Training & Consulting

Rebecca Schueller Training & Consulting delivers services designed to support staff and board members in nonprofits/tribes/cities/counties/ and small businesses working to create community impact develop well functioning work environments. Services help Boards of Directors, CEOs and staff build on existing strengths and make needed changes to advance their work. Becky can help your organization create a board/CEO partnership, develop supervisor-staff designed alliances, conduct meaningful strategic & program planning, build stakeholder investment in your organization and explore new approaches and resources. When your organization faces challenges (or new opportunities), ask Becky for advice.

## Professional Endorsements

"She cultivated her colleague's strengths and delegated tasks to achieve great outcomes. Becky adhered to a team model and encouraged healthy debate and consensual decision-making among the board of directors, management team, and program staff."

*Bob Enger (Board Chair) and Mary Auger (former Chair), Evergreen Youth & Family Services*

"Most notable perhaps is Becky's ability to work effectively and respectfully with people of diverse backgrounds and experiences. Such people ranged from corporate leaders, YMCA CEOs and board and campaign volunteers on the one hand, to staff colleagues, international counterparts and program beneficiaries on the other. It was wonderful to see and I believe that she did so not as a management tactic, but as a function of her values".

*Scott Charlesworth, Team Leader, Freedom House-Mexico*

"Becky was also a good advocate for other staff, both personally and professionally. She advocated for fair treatment of other staff and helped other management staff understand line staff concerns.

*Sam Evans, Director, International Division, YMCA of the USA*