

Developing Exceptional Customer Service Skills (A Zoom Meeting): A Training for Human Services Professionals in Nonprofits, Tribes, & Counties

(for staff in Behavioral Health, Child Care, Energy Assistance, Housing, Social Services, HR, & Accounting)

Rebecca Schueller Training & Consulting, LLC
www.bemidjiconsulting.com/trainings



Support *Empathy*
Emotional Intelligence
Patience Training
Communication Skills

Date Options:

- Tues., Oct. 27, 2020
- Thurs., Oct. 29, 2020
- Tues., Nov. 3, 2020
- Thurs., Nov. 5, 2020

Time:

9:00 am-1:00 pm
(with 2 breaks)

To register:

www.bemidjiconsulting.com/trainings

Fee: \$75.00/Participant

When you experience exceptional customer service, you know it. When you don't experience this, you also know it! But how do you define this and ensure that it is *regularly and consistently* offered to both 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 clients/customers 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. Topics include:

- Making a Positive First Impression & *Connection*
- Providing Proactive Customer Service
- 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 to external customers and their internal staff and volunteers. 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, and volunteers have valued this training.

Registration Fee: The fee is \$75/participant. Organizations or tribes sending a group of 5 or more may register one additional participant for free.

Registration Deadline: Please register by Oct. 7th. While there are no refunds for cancellations, substitutions are accepted at any point. Or, registrants may participate in a future online training.

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 30+ 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. She served as the primary staff member and resource development lead at three organizations for more than 25 years.

Becky converted 100% of her training, planning, and meeting facilitation to online venues following the recent Covid-19 pandemic. She trains on topics including: Supervision & Performance Appraisal, Grant Writing Readiness, Board Governance, the Executive Director's Annual Performance Evaluation. Becky also develops custom training. Contact her at Becky@bemidjiconsulting.com to discuss your organization's professional development needs.

Becky's most recent staff role was serving 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.

Participant Feedback on Customer Service Skills Training:

"I would recommend that we do this type of training every year...it is absolutely a must--customer service is so vital to how we carry out our programs."

"Thank you so much for your time today and for creating the safe space to talk about these issues."

"I learned some great "verbiage" to incorporate into my conversations with households. "

"Give clients choices whenever possible."

"I'll try to be a better listener. Listen more to customers and talk less."

"How to deal with difficult or upset callers."

"Clients might be irate but it's really at their situation, not at you."

"To make sure I take time to care for myself, so that I can do the important work of being there for others with my full attention."

"Have empathy and concern for situations clients are in."

"Ask if it's ok to follow up even if a client is satisfied with the initial interaction."

"I will work to make sure that I refer people appropriately and connect them with a live person when possible. "

REGISTRATION FORM

DEVELOPING EXCEPTIONAL CUSTOMER SERVICE SKILLS

Tues, Oct. 27 Thurs., Oct. 29 Tues., Nov. 3 Thurs., Nov. 5

9:00 am-1:00 p.m. (please join by 8:55 am)

The Zoom Meeting Link will be sent to participants

Note: Please add Becky@bemidjiconsulting.com to your email contacts so that the registration link doesn't go to spam or junk folders

Thank you for printing your information on this form!

Please use a separate form for each individual being registered.

Name: _____ Position: _____

Organization: _____

Email: work _____ & personal _____

Please double check your email address as it must be exact for you to receive the Zoom meeting link. Your personal email is requested as a back-up in case your work server rejects the meeting link message.

Cell Phone: _____ Work: _____

For emergency notification/cancellation only (please include the area code for both #s)

(W) Mailing Address: _____

Street # & Name

City

State

Zip

Payment: Please indicate how you intend to pay: check or online with Pay Pal. Note that even if you do not register online you may use the Pay Pal "Buy Now" link available at www.bemidjiconsulting.com/trainings - scroll down to the Customer Service training date you've chosen.

Zoom Food Etiquette: You are welcome to snack or eat lunch during the training.

Registration: Please register by Oct. 16th. Paper registrations may be scanned and emailed to Becky@bemidjiconsulting.com Substitutions accepted for cancellations. When possible, 5 days notice is appreciated for the corrections to attendance certificates.

Registration Fees: The cost is \$75.00/registrant. Organizations & Tribes sending more than 5 registrants may sign-up an additional participant for free. All registrations are final. While there are no refunds for cancellations, substitute attendees are accepted at any point. If a participant needs to reschedule, you may participate in a future online training at no additional charge.

Questions: Please email questions with your contact information to: Becky@bemidjiconsulting.com.

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

Text: (218) 760-9470 ♦ *Email:* Becky@bemidjiconsulting.com

Mail: P.O. Box 1513, Bemidji, MN 56619-1513

Website: www.bemidjiconsulting.com