

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)

REGISTER ONLINE: www.bemidjiconsulting.com/trainings
Presented by Rebecca Schueller Training & Consulting, LLC



Support *Empathy*
Emotional Intelligence
Patience Training
Communication Skills

Date Options:

- March 15 & 17, 2022
- April 5 & 7, 2022
Tuesdays & Thursdays

Times:

- 2:00-4:00 pm (Eastern)
- 1:00 pm-3:00 pm (Central)
- Noon-2:00 pm (Mountain)
- 11:00 am-1:00 pm (Pacific)
- 10:00 am-1:00 pm (Alaska)
- 8:00 am-10:00 am (Hawaii)

Fee:

\$85.00/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 (delivered in two sessions) 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 \$85/participant Early Bird. Registrations are appreciated by Monday, Feb. 28, 2022. Payment is due by March 7th.

Registration Deadline: Please register by Monday, Feb. 28 when possible. While there are no refunds for cancellations, substitute attendees are accepted at any point. The early bird rate will be accepted through Feb. 28. After Feb. 28th, the fee is \$100/participant.

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.

Becky converted 100% of her training, planning, and meeting facilitation to online venues following the Covid-19 pandemic. She trains on topics including: Supervision & Performance Appraisal, Grant Writing Readiness, Board Governance, Executive Onboarding, and 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 a rural youth and family services agency for 16 years (2001-2017). The agency'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:

There were a couple of things that Becky said that stood out for me: "Feedback is how we improve." "Treat clients with our best!! We are the rock they need – warmth, caring, empathy, connection." "We need to take time for ourselves."

"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 & PAYMENT

DEVELOPING EXCEPTIONAL CUSTOMER SERVICE SKILLS

REGISTER ONLINE: www.bemidjiconsulting.com

2-Part Training - Please plan to attend on Tuesday & Thursday

■ **Tues., March 15 & Thurs., March 17, 2022**

■ **Tues., April 5 & Thurs., April 7, 2022**

SESSION TIMES BOTH DAYS – (4 Hours over two days):

1:00-3:00 pm – Central 2:00-4:00 pm – Eastern

Noon-2:00 pm – Mountain 11:00 am-1:00 pm – Pacific

10:00 am-Noon – Alaska 8:00 am-10:00 am – Hawaii

Live Virtual Training - The Zoom Link will be sent to participants

Register Online: www.bemidjiconsulting.com/trainings - Click on the Customer Service training for your chosen month. You may enter multiple registrants at one time with separate dates for each person. Simply the total number of registrants under “quantity” after you input the first registrant (i.e. click 5 to register 5 staff). All registrants will receive an electronic copy of the presentation and a short resource packet. Attendance certificates provided upon request (included in the fee).

Payment: Checks, Pay Pal, and ACH deposits are accepted. Checks are preferred. You may use a credit card online with Pay Pal even if you don't have a PP account. Contact Becky@bemidjiconsulting.com for ACH form requests.

Zoom Food Etiquette: We will spam several time zones and you are welcome to snack or eat breakfast or lunch during the training.

Registration Deadline: Please register by Monday, Feb. 28th for the Early Bird Rate. Payment is due by March 7th.

Registration Fees: The Early Bird fee is \$85.00/registrant. After February 28th, please make checks out for \$100 per participant. All registrations are final. While there are no refunds for cancellations, substitute attendees are accepted at any point. When possible, a 5-day notice is appreciated.

Questions: Direct questions to Becky@bemidjiconsulting.com. Please include your full contact information.

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

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