



**Rebecca Schueller Training & Consulting**

**Online Training via Zoom Meeting**

**November 2023 ■ 2 Sessions ■ 4 Hours ■ Fee \$95**

# **Developing Exceptional Customer Service Skills**

**November 9 & 16 — 1:00 pm – 3:00 pm Central Time**

**Support**

**Empathy**

**Understanding**

**Emotional  
Intelligence**

**Patience**

***Communication  
Skills***



**A Training for Health & Human  
Services Professionals in  
Nonprofits, Tribes, and Counties**

**REGISTER ONLINE: [www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings)**

## Customer-Centered Culture

When you experience exceptional customer service, you know it. And when you don't, you also know it! How do you ensure that it is **regularly and consistently** offered to your clients and internally to employees?

Exceptional customer service requires healthy **organizational values and culture and employee attitudes and skills**. It includes high quality employee training and **feedback** from co-workers, supervisors, **and customers**. Customer service professionals also needs structured **support** from colleagues and supervisors and **a process to debrief** after difficult situations. This training helps staff at all levels build their customer service skills.

### Rebecca Schueller Training & Consulting

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Bemidji, MN 56619-1513

Website: [www.bemidjiconsulting.com](http://www.bemidjiconsulting.com)

## What You'll Learn

- ❖ **Make a Positive First Impression & Connection**
- ❖ **Provide proactive** Customer Service
- ❖ **How to respond in Difficult Situations**
- ❖ **Develop a Team Planning Process**
- ❖ **Integrate Customer Feedback** into Program Operations
- ❖ **Support & Self-Care** for professionals

## Participant Feedback

*"Thank you for creating the safe space to talk about these issues."*

*"I learned some great language to use."*

*"Give clients choices whenever possible."*

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

*"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 circumstances clients are in."*

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

## About Your Trainer, Rebecca (Becky) Schueller



Becky is a trainer, consultant, and coach with three decades of experience serving national, urban and rural nonprofits, tribes, schools and counties. During 30+ years of leadership, management, & supervisory experience with nonprofits, Becky served multiple organizations in Chicago and Minnesota in Board, staff, committee, and volunteer roles.

Becky was Executive Director for a youth & family services agency for 16 years. The agency's \$1 Million budget doubled and the staff grew from 20+ to 40+ members. She also served as the Northwest Minnesota Continuum of Care Coordinator.

# REGISTRATION DEADLINE: OCTOBER 23, 2023

Nov. 2023 Online Series ■ 2 Sessions ■ 4 Hours ■ Fee \$95

## Developing Exceptional Customer Service Skills

November 9 & 16 (Thursdays) — 1:00 pm – 3:00 pm U.S. Central Time

### Session Times by Zone:

2:00-4:00 pm - <b>Eastern</b>	1:00-pm-3:00 pm - <b>Central</b>
Noon-2:00 pm - <b>Mountain</b>	11:00 am-1:00 pm - <b>Pacific</b>
10:00 am-Noon - <b>Alaska</b>	8:00 am-10:00 am - <b>Hawaii</b>

### Register Online

[www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings)

Use a computer, not your phone! Click on Customer Service training for your chosen month.

Participants will receive digital copies of the session presentations, a short resource packet, and an attendance certificate.

### Don't Miss the Zoom Link

Add [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com) to your email contacts. Please plan to participate with video.

### Payment

Checks, Pay Pal, and ACH deposits accepted. Pay online with a credit card via Pay Pal. Make checks payable and send to:

**Rebecca Schueller Training & Consulting**  
P.O. Box 1513  
Bemidji, MN 56619-1513

Send ACH form requests to  
[Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com)

### Registration Deadline

Register by Oct. 23<sup>rd</sup> for the Early Bird rate. Payment is due by Nov. 1st.

### Registration Fees

**Early Bird: \$95/registrant**

**After October 23<sup>rd</sup>: \$120/participant**

### Cancellation Policy

All registrations are final. Substitute attendees are accepted at any time. Please provide five days notice when possible. Unfortunately, due to the small class size, there are no refunds for cancellations. For unavoidable cancellations, arrangements may be made for participation in a future training.

### Zoom Food Etiquette

We will span several time zones and you are welcome to snack or eat lunch during sessions.

**Questions?** Reach out to:

[Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com)  
Please include full contact information.