



Rebecca Schueller Training & Consulting

Live Zoom OR In-Person Training: Request a Custom Bid

Custom Virtual or In-Person ■ 4 Hours ■ Fee \$110/participant

Developing Exceptional Customer Service Skills

Dates to be Determined — 2 Sessions of 2 Hours Each

Support

Empathy

Understanding

**Emotional
Intelligence**

Patience

***Communication
Skills***



**A Training
for Professionals in Nonprofits,
Native Nations & Counties**

REQUEST A BID: Becky@bemidjiconsulting.com

Develop 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.

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Texts: (218) 760-9470

Email: Becky@bemidjiconsulting.com

Mail: P.O. Box 1513

Bemidji, MN 56619-1513

Website: www.bemidjiconsulting.com

What You'll Learn

- ❖ **M**ake a Positive First Impression & **C**onnection
- ❖ **P**rovide **proactive** Customer Service
- ❖ **H**ow to respond in **Difficult Situations**
- ❖ **D**evelop a **Team Planning** Process
- ❖ **I**ntegrate **Customer Feedback** into Program Operations
- ❖ **S**upport & **S**elf-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, native nations, 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 a nonprofit Executive 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.