



## Customer Service Academy 2019/20 Training Schedule

All Classes will be held at:

Merced College Business Resource Center  
630 W. 19<sup>th</sup> Street  
Merced, CA 95340

Class/Room	Date	Time	Instructor
<b>Team Building – Rm. 122</b> (Not-for-Credit – 4-hour Class)	October 15, 2019	<b>8:30 – 12:30pm</b>	Jim Kocher
<b>Communication in the Workplace – Rm. 122</b> (For-Credit – 8-hour Class)	November 19, 2019	<b>8:30 – 5:30pm</b>	Aaron Raby
<b>Customer Service – Rm. 122</b> (For-Credit – 8-hour Class)	December 17, 2019	<b>8:30 – 5:30pm</b>	Ed Lacey
<b>Attitude in the Workplace – Rm. 122</b> (Not-for-Credit – 4-hour Class)	January 21, 2020	<b>8:30 – 12:30pm</b>	Jim Kocher
<b>Values &amp; Ethics – Rm. 122</b> (For-Credit – 8-hour Class)	February 18, 2020	<b>8:30 – 5:30pm</b>	Aaron Raby
<b>Stress Management – Rm. 122</b> (Not-for-Credit – 4-hour Class)	March 17, 2020	<b>8:30 – 12:30pm</b>	Ed Lacey
<b>Time Management – Rm. 122</b> (For-Credit – 8-hour Class)	April 21, 2020	<b>8:30 – 5:30pm</b>	Aaron Raby
<b>Conflict Resolution – Rm. 122</b> (For-Credit – 8-hour Class)	May 19, 2020	<b>8:30 – 5:30pm</b>	Aaron Raby
<b>Decision Making &amp; Problem Solving – Rm. 122</b> (For-Credit – 8-hour Class)	June 9, 2020	<b>8:30 – 5:30pm</b>	Aaron Raby
<b>Managing Organizational Change – Rm. 122</b> (Not-for-Credit – 4-hour Class)	June 23, 2020	<b>8:30 – 12:30pm</b>	John Parker

**Please Visit the UC Learning Center to register for the above trainings**

**Special Notice:** Classes that are For-Credit (marked above in RED) will require an Application for Admission to Merced College. Applications will be taken on the day of class.

# Customer Service Academy Classes:

## *Team Building*

If we don't have it together with our internal customers, that often translates into poor customer service for our external customers. Working as a team can increase productivity, enhance project management, reduce business conflicts and create superior customer service. Learn the "styles" of your co-workers so you can work together better.

## *Communication in the Workplace*

Communication is a key to customer service success. To best serve both our internal and external customers, we must understand what they want, when they want it, why they want it and what their expectations are. How can we figure all of this out if we aren't good listeners and communicators? This course covers verbal and nonverbal communication as well as superior listening skills. Participants will have the opportunity to practice techniques.

## *Customer Service*

Explore key skills and attitudes necessary to effectively meet the customer's needs. Participants will be introduced to concepts and appropriate techniques for dealing with internal and external customers, enhancing customer satisfaction and insuring positive communication.

## *Attitude in the Workplace*

Having the right attitude has a positive impact on the workplace and our interactions with our customers. Explore how attitudes at work positively and negatively affect customer service, the organization's image, productivity, and employee retention. The bestselling training video "FISH" will be featured.

## *Values and Ethics*

Ethical behavior affects what happens in the workplace. This course provides the opportunity to evaluate ethical behavior and what's appropriate and what's not. A 3-step checklist is introduced to help participants in recognizing ethical behavior.

## *Stress Management*

Did you know 1 million Americans call in sick every day because of stress related reasons? This costs organizations money, especially in lowered productivity. This course defines what stress is and how it affects both our employees and the workplace. Causes of stress are identified and dozens of stress management tips and techniques are delivered and practiced.

## *Time Management*

The workplace demands efficiency and productivity. The way we manage our time has an impact on our ability to get things done. Explore time management techniques at work that will help you stay in balance and be more effective in the workplace.

## *Conflict Resolution*

Conflict gets in the way of good business. Explore the causes and impact conflict can have on customer service. Learn strategies and techniques for resolving tough issues and how to turn a difficult customer into a loyal one.

## *Decision Making and Problem Solving*

Many of us face a constant barrage of workplace decisions and problems to be solved. Regardless of our job responsibilities in the company, we are responsible for smart choices. Learn decision making styles, processes and techniques and when they should be applied. Learn how to be a creative problem solver.

## *Managing Organizational Change*

We face constant change in the workplace. Explore our natural tendencies and the tendencies of our customers to resist change. Learn skills to adapt and accept change.