

# UCMERCED

## Professional Learning Academy

### (Customer Service Academy)

## 2015/16 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
Communication in the Workplace – Rm. 120	October 27, 2015	8:30 – 12:30pm	Patty Pistoresi
Customer Service – Rm. 120	November 10, 2015	8:30 – 12:30pm	Ed Lacey
Team Building – Rm. 120	December 8, 2015	8:30 – 12:30pm	Patty Pistoresi
Attitude in the Workplace – Rm. 120	January 12, 2016	8:30 – 12:30pm	John Parker
Values & Ethics – Rm. 120	February 9, 2016	8:30 – 12:30pm	Ed Lacey
Stress Management – Rm. 120	March 8, 2016	8:30 – 12:30pm	John Parker
Time Management – Rm. 120	April 12, 2016	8:30 – 12:30pm	Ed Lacey
Conflict Resolution – Rm. 120	May 10, 2016	8:30 – 12:30pm	John Parker
Decision Making & Problem Solving – Rm. 120	June 14, 2016	8:30 – 12:30pm	Ed Lacey
Managing Organizational Change – Rm. 120	July 12, 2016	8:30 – 12:30pm	John Parker

Please visit the UC Learning Center to register for the above trainings



# Customer Service Academy Classes:

[www.customerserviceacademy.org](http://www.customerserviceacademy.org)

## *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.

## *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.

## *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.