

## **CUSTOMER SERVICE SKILLS WORKSHOP SERIES AT EASTERN THIS MARCH**

**Moorefield** — **Jan. 18** — This March, businesses small and large, government offices, doctors, dentists and lawyers, in fact any enterprise that works with the public, can sharpen their customer service skills through new training workshops. Eastern WV Community and Technical College will offer a three-part Customer Service Series at its Moorefield center just off Corridor H, Tuesday and Wednesday, March 12 and 13. The Workforce Education department will host a morning and an afternoon workshop each day for everyone interested in improving their customer service skills:

- The Forgotten Customer: How Neglecting Employees Hurts Your Business;
- Creating a Respectful & Harassment Free Workplace;
- Influencing the Workplace Culture & The Seven Step Process.

The Forgotten Customer: How Neglecting Employees Hurts Your Business: Tuesday, March 12, 9:00 am—12:00 noon

Treat your employees poorly, and rest assured the messages and services they provide your customers will suffer. Designed for CEO's, small business owners, managers, and supervisors, this course provides for greater understanding of internal customer service.

- Learn how employers undermine employee job satisfaction ultimately leading to reduced profits
- Discover practical strategies for improving employee motivation, productivity, and loyalty.

Creating a Respectful & Harassment Free Workplace: Wednesday, March 13, 1:00 pm-4:00 pm

Whether openly or subtly, all forms of unprofessional, prohibited and illegal behavior are damaging to the workplace. Without an understanding of where the boundaries are drawn, employees may be exposing the organization to unnecessary legal risk. The training helps meet compliance training requirements while giving managers the tools needed to resolve situations before they escalate, and addresses all forms of unacceptable behavior, including:

- Hazing
- Gossip
- Sexual harassment
- Retaliation
- And more.

Influencing the Workplace Culture & The Seven Step Process: Wednesday, March 13, 9:00 am—12:00 noon

Explore the attributes of the ideal job, review the mission of your organization, and focus on communicating with dignity and respect in the workplace. Learn about the "P.A.C.'s of People,"

the basic principals of leadership, tips from Mildred Ramsey, and how to use the human relations checklist and the Seven Step Process for achieving your vision.

To enroll, or for more information, click here, or call 304-434-8000; or toll-free: 877-982-2322.