

Telephone Dynamics

Course Description and Objectives

Using the telephone *effectively* involves much more than simply picking up the call and solving the customer's problem. Being effective and providing quality customer service over the telephone requires the understanding and use of proper telephone skills.

Learning to use the telephone *well* will benefit you both personally and professionally. The way you use the telephone will impact the way customers and coworkers feel about the quality of service that you provide. Positive customer feelings translate how your coworkers feel about their work environment, your customers feel about your department and how you feel about yourself and your job. The specific objectives for this class are to learn and practice:

- Effective telephone greetings.
- A three-step problem solving process to solve problems over the telephone.
- Improving your phone voice, communication effectiveness and frayed nerves.

Curriculum

1. Managing the Medium. How to manage the telephone medium so that it is a powerful and positive tool that works for you.
2. Managing Your Call. How to pay attention both to the technology of telephone communication and to the psychology of the person on the other end of the line.
3. Managing Yourself. How to understand and pay attention to the communication qualities and tone of your voice and how to manage your telephone stress level.

Course Length: Two hours

Dealing with Difficult People

Course Description and Objectives

By the end of the training course, attendees will learn and practice coping skills for dealing with difficult people. The use of these skills will result in a win-win outcome for both employee and customer. Course objectives include:

- Recognize the major factors contributing to behavioral problems.
- Understand who these difficult people are.
- Demonstrate the application of some general principles for dealing with difficult people.
- Discuss certain strategies that may be particularly helpful with certain types of difficult people.

Curriculum

1. Major factors contributing to problem behavior.
2. Who are these difficult people? We'll describe the seven most common types of difficult people.
3. Some general principles for dealing with difficult people.
 - Work Through the Emotional Charges Triggered By A Difficult Person
 - Think About Why the Difficult Person Is Being Difficult
 - Use Communication To Get to the Root of the Difficulty
 - Overcome the Responsibility Trap With a Difficult Person
 - Choose the Style of Conflict To Suit the Difficult Person
4. Dealing with common types of difficult people.
5. Role play and action planning

Course Length: Two hours

Managing Customer Service

Course Description and Objectives

This course provides managers with the process and the skills to help them improve the level of customer service their staff provide. The objectives for this program include:

- Discuss the status of the customer service training.
- Discuss the kind of work environment and management/leadership required to elicit and sustain excellence in customer service.
- Utilize key management behaviors to ensure the transfer of customer service skills to the job, including...
 - department team building skills
 - creating a favorable climate
 - facilitation skills
 - stages of group development
 - dealing with difficult people

Curriculum

1. The PRIDE Matrix – what customers expect. PRIDE is an acronym the components of which are what customers find most important and expect in regards to quality service.
2. The customer service builder's model.
3. Customer service competencies.
4. Creating a favorable climate. Learn and practice five major factors that shape workplace climate – *motivation, recognition, coaching, support, structure and organization*.

Course Length: Half day – three hours

COMMUNICATION SKILLS SUB-AREAS

Effective Communication

Course Description and Objectives

Communication is derived from the Latin root word “*communis* – to make common”. It is incumbent upon the sender and receiver of the communication to ensure that what is heard by the receiver has been said by the sender. This course is designed to provide attendees the skills to ensure this communication occurs. The objectives include:

- Increase awareness of the importance of effective communication in the organization
- Identify barriers to the communication process
- Introduce one-way and two-way communication skills
- Practice communication skills
- Understand the importance of the “Use of Words”
- Recognize the importance of nonverbals in the communication process
- Practice effective listening skills
- Develop a transfer-to-the-job communication plan

Curriculum

1. Define communication
2. Cost of ineffective communication
3. Barriers to effective communication
4. One-way communication
5. Two-way communication
6. Transfer to the job assignment

Course Length: Half day – three hours

Understanding Others

Course Description and Objectives

This course helps attendees gain a better understanding of others based on four patterns of human behavior; improve their ability to work effectively with different people; learn how to create conditions that encourage motivation; and understand why diversity is important to teamwork or success of a work unit. The course objectives include

- Assess participant's patterns of human behavior
- Understand how our own pattern of human behavior affects:
 - What we value and are motivated by
 - Our perceptions of the workplace and those who work with us
 - Our expectations of others
 - Our "neutral" behavior in working/dealing with others
- Increase appreciation for human differences and diversity in people, including those people we label as "difficult to work with"
- Develop a transfer to the job plan which will improve your working relationships with someone you are having difficulty understanding

Curriculum

- Understanding Others
- Understanding D-I-S-C
- Communicating with different types of people
- What do people need to be productive at work?
- Creating conditions for a motivated workforce
- Diversity is critical to successful work units

Course Length: Half day – three hours

Conflict Resolution

Course Description and Objectives

Conflict is an important and necessary part of life – both business and personal. Many of us find conflict uncomfortable and shy away. Conflict is about the productive exchange of diverse ideas and opinions in a focused, efficient and unfiltered way. Without conflict, decision-making suffers and relationships among employees and customers stagnate.

If conflict does not surface it generally degenerates to mean-spirited, back channel comments behind closed doors. The conflict resolution process includes:

1. Be very clear and specific about what you want before the discussion begins.
2. Find out what the other person wants by listening actively.
3. Propose a resolution the other person can accept.

Curriculum

This three-hour program is designed help you *increase your effectiveness in resolving conflict*. You will:

- Recognize conflict as a positive opportunity for growth.
- Identify the continuum of types on conflict resolutions
- Increase awareness of your own style of conflict resolution.
- Introduce and practice two conflict resolution tools:
 - 3-Step conflict resolution model.
 - CALM DOWN

Course Length: Half day – three hours

Diversity Training (Cross-Generation Communication)

Course Description and Objectives

Managers and supervisors are responsible for ensuring that employees are productive and that workplaces are free of discrimination and harassment. This course is designed to provide insight into ways in which understanding workforce diversity and ensuring inclusion can strengthen efforts to prevent harassment and discrimination in the workplace.

Course objective include:

- Provide helpful insights about how we're perceived by other generations
- Improve your ability to understand and meet the needs of the multi-generational membership you serve

Curriculum

1. Understanding the different generational profiles from the perspective of *age; size (population); outlook; work ethic; view of authority; leadership; relationships and perspective.*
2. Occurrences that shaped generational behaviors including *parenting, defining events, technology and compelling messages.*
3. Generational differences at work.
4. Communicating with different generations.
5. Inclusion – Why it matters and how to develop it
6. Six principles for mixing generations successfully and avoiding discrimination

Course Length: Half day – three hours

Email Etiquette

Course Description and Objectives

Email has become the most popular mode of communication in business, and therefore has become a source of stress for many. What is supposed to be a time- and money-saving tool has become a source of frustration and anxiety. Every day we are bombarded with emails that leave us scratching our heads. Why was I sent this? Do I need to know that? What action am I supposed to take? In addition, with our smart phones the frustrations follow us home.

Employees now spend more than 40 percent of their workday on email – and most consider more than a third of that time a waste. If we have all of our employees spending a third of their time on email, how much is being lost in profits and productivity? Regaining control of email is not an impossible task, but it requires some effort and changes in behavior.

This class will help you manage your email more effectively and efficiently. You will learn how to

- develop email etiquette
- increase your email efficiency
- deal with email interruptions
- avoid legal trouble stemming from email.

Curriculum

1. The list of rules to help compose better emails.
2. ePolicy do's and don'ts
3. Increase your efficiency
4. Email body language
5. Manage spam
6. Dealing with interruptions
7. Email addiction
8. Stay legal

Course Length: Two hours

Effective Listening

Course Description and Objectives

This course begins with the definition of *communication*. Attendees see listening as part of a bigger process. Attendees explore examples of barriers to effective listening including *physical, semantic, and psychological barriers*. Attendees will learn and practice a five-step model for improving listening skills. Program objectives include:

- Increasing awareness of the importance of effective communication
- Identifying barriers to the listening process
- Identifying bridges to the barriers
- Practicing effective listening skills
- Developing a transfer-to-the job communication plan

Curriculum

1. Communication Defined.
2. Costs of Ineffective Listening – a discussion.
3. Listening – a dynamic process.
 - Uses of listening.
 - The importance of effective listening.
4. Barriers to Effective Listening – *physical, semantic, psychological*.
5. Improving Listening Skills.

Course Length: Half day – three hours

Accountability – See It! Own It! Solve It! Do It!

Course Description and Objectives

Accountability is the practice of being held to a certain standard of excellence. It is the idea that an individual is responsible for their actions and, if that individual chooses unfavorable actions, they will face consequences. Accountability is important because it helps to ensure that people are doing what they are supposed to be doing and that they are doing it well. It also helps to promote trust and transparency in relationships, whether they are personal or professional. When people are held accountable for their actions, it helps to create a culture of responsibility and respect.

This course is based on the model developed by Roger Connors, Tom Smith and Craig Hickman put forth in their book “*The OZ Principle*.” *The Oz Principle* defines accountability as “a personal choice to rise above one’s circumstances and demonstrate the ownership necessary for achieving desired results to *See It, Own It, Solve It, and Do It*.”

By attending this course you will be able to:

- Discover ways we can hold *ourselves* and *each other* accountable for delivering on expectations.
- Practice achieving these requirements in a collaborative manner.
- Develop an action plan for improved accountability on the job.

Curriculum

1. Define Accountability.
2. Explore “victim mentality” – Other people and circumstances prevent us from achieving our goals.
3. Four Part Collaboration Model - *See It!, Own It!, Solve It!, Do It!*

Course Length: Three hours