

The Office of Human Resources Presents:

CUSTOMER SERVICE SERIES UPCOMING TRAINING 2016

January

Change Management: 2016 Trends

9:00-10:00 am

February

Customer Service Fundamentals

9:00-10:00 am

March

Customer Advocacy: Principles for Student Retention

9:00-10:00am

April

Customer Service: Conflict and Confrontation

9:00-10:00am

May

Managing a Customer Focused Department

9:00-10:00am

June

Customer Service: Relationship Management

9:00-10:00am

**Date and location to be announced during monthly broadcast*

Attend these sessions to meet the mandatory annual customer service training requirement

Please contact the Office of Human Resources to register:

301-860-3450

