



MERCED
COLLEGE



CUSTOMER SERVICE ACADEMY



Work Better Together

2020 Schedule

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Course #	Course Title	Dates <i>(Must attend both days)</i>
MGMT-50D	Communication in the Workplace	January 23 & 30, 2020
MGMT-50H	Customer Service	February 20 & 27, 2020
MGMT-50F <i>Available Online</i>	Team Building	April 9 - May 7, 2020
MGMT-50I <i>Available Online</i>	Attitude in the Workplace	April 19 - May 8, 2020
MGMT-50B <i>Available Online</i>	Values & Ethics	May 4 - 22, 2020
MGMT-51G <i>Available Online</i>	Stress Management	June 8 - 25, 2020
MGMT-50C <i>Available Online</i>	Time Management	July 6 - 23, 2020
MGMT-51F	Conflict Resolution	August 20 & 27, 2020
MGMT-50G	Decision Making & Problem Solving	September 17 & 24, 2020
MGMT-52D	Managing Organizational Change	October 22 & 29, 2020

Each course earns a 1/2 unit of college credit and is only \$23.00

**For registration visit: www.businesscommunityeducation.com
or call 209-386-6733**

Merced College has provided the following link to help guide participants through this new online modality: [COVID-19 - Online Information, Tips and Tools](#)

Customer Service Academy is provided in partnership by these organizations:



POWERED BY



California
Community
Colleges

Complete all ten modules and receive a certificate and 5 units of college credit!!!



CUSTOMER SERVICE ACADEMY

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.

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 ensuring positive communication.

Now Online! 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 better together.

Now Online! 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 best-selling training video "FISH" will be featured.

Now Online! 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.

Now Online! 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.

Now Online! 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 & 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.

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.



The Merced College Customer Service Academy is designed to empower you with the essential skills needed to effectively work with coworkers and customers. Thousands of employees have participated in this award winning program.

Don't miss out on this great opportunity. Step up to the challenge to a better way of working and step into a Customer Service Academy class TODAY!

Customer Service Academy has been taught statewide and trained thousands of participants at hundreds of organizations, including:

Local Organizations

American AgCredit	City of Merced
County of Merced	Dole Packaged Foods
Dignity Health	Foster Farms
Joseph Gallo Farms	Hilmar Cheese Company
Image Masters	Laird Manufacturing
Leap, Carpenter, Kemps Insurance	Merced Schools Employees Federal Credit Union
MERCO	Sensient Dehydrated Flavors
Turlock Scavenger	UC Merced

Statewide Organizations

Beringer Wine Group	County of Monterey
County of Ventura	Fresno Unified School District
Hilton Hotels	Home Depot
Kaiser Permanente	Kraft Foods Inc.
Marriott Corporation	Santa Barbara County WIB
San Diego Zoo	Wyn-River Casino



CUSTOMER SERVICE ACADEMY

For more information or to reserve your seat, please call the Merced College Business Resource Center at (209) 386-6733 or visit us online at www.businesscommunityeducation.com



“The Customer Service Academy classes are dynamic, energizing, useful, and appropriate for all levels of employees. The program is designed to equip organizations with the professional customer service skills that are needed to succeed with both internal and external customers. UC Merced is committed to providing excellent customer service and the Customer Service Academy has provided a strategic base for continuous customer satisfaction.”

- Yazi Navarro, Learning & Professional Development Manager, UNIVERSITY OF CALIFORNIA, MERCED