



Service in Challenging Times

Wednesday, May 12, 2010, at the UVa Richmond Center, 8:30 am–3:30 pm



Program Preview

Has the current economy put John and Joan Q. Public in a bad mood? Are they more challenging to deal with? It may be time to refine your approach to interacting with citizens whom you serve. This class will explore how to recognize and respond effectively to delicate customer service situations. You will learn how to promote an organizational culture that encourages a renewed commitment to customer service during these challenging times.

This class will provide you with the opportunity to evaluate your organization's customer service culture: Who are your customers? What services do you provide them? How have they been affected by the stressful economic environment? How can you best respond to them?

This class will help you to

- ▼ identify current environmental factors that may cause challenging customer service situations
- ▼ describe an actual customer service situation at work that requires special attention
- ▼ create a process for identifying and appropriately responding to the needs of your customers during difficult times
- ▼ demonstrate world class customer service behaviors when responding to your customers

About the Trainer

Sherri Doshier is a member of the Center for Organizational Excellence within Chesterfield County, Virginia. As curriculum coordinator, her duties include instructional design and delivery of Chesterfield University curriculum; design and maintenance of the Chesterfield University and Quality System websites; and coordination of the online learning program and multimedia authoring initiatives. Sherri serves as a certified trainer and adjunct instructor for John Tyler Community College in connection with Chesterfield University's School of Quality and Continuous Improvement.

Sherri holds a B.S. in education from the University of North Alabama and has completed graduate work in instructional technology at VaTech. She is a member of the eLearning Guild.

www.VaInstituteofGovernment.org

Who Should Attend

Employees at all levels.

Program Details

Date & Time

Wednesday, May 12, 2010, 8:30am – 3:30pm

Location

U.Va. Richmond Center
2810 N. Parham Road, Ste 300, Richmond, VA 23294
804/662-7464
<http://www.scps.virginia.edu/Richmond>

Travel Directions

Visit: <http://scps.virginia.edu/maps/ridirections.htm>

Cost

\$100 includes lunch. Payment or PO# must accompany registration

Discount

Send three, the fourth is free—For every three registrants from the same organization, the fourth person can attend at no cost. (All registrations must be submitted together.)

Cancellation

A \$20 fee will be charged for cancellations prior to May 5. After that date registrants will be charged the full registration fee.

Questions?

Contact at (804) 371-0202 or email chrisj@virginia.edu

New Online Registration!

Please call Chris Johnson at (804) 371-0202 for your account password then you can register online at <http://www.coopercenter.org/customer-portal>

Registration Form

Please submit only one name per registration form.

Service in Challenging Times

Wednesday, May 12, 2010
at the U.Va. Richmond Center, 8:30 am–3:30 pm

Name _____

Title _____

Locality _____

Address _____

City _____

State _____

Zip _____

Phone _____

Fax _____

Email _____

Please indicate any special dietary or physical needs.

Make checks payable to: *Virginia Institute of Government, U.Va.*

___ check enclosed

___ check to be mailed

___ PO # _____

Fax registration form to (804) 371-0234 or mail to

Virginia Institute of Government, U.Va.

700 East Franklin Street, Suite 700

Richmond VA 23219

Attn: Chris Johnson



**VIRGINIA
INSTITUTE OF
GOVERNMENT**

Billing Information () Check here if same as above

Name _____

Org. _____

Address _____

City _____ State _____ Zip _____

Email _____