



**VIRGINIA**  
INSTITUTE OF  
**GOVERNMENT**

# Sign Me Up Today!

**Fall 2010 Second Wednesday Series** (October 13, 2010–December 8, 2010)  
*Sponsored by the Virginia Institute of Government in partnership with Chesterfield County*

**Upcoming Seminars:**

*Customer Service in the Public Sector: Putting Citizens First*  
October 13, 2010  
Richmond, VA



*Love 'Em or Lose 'Em—Motivating & Retaining Employees*  
November 10, 2010  
Richmond, VA



*Staying Legal: Employment Law Basics*  
December 8, 2010  
Richmond, VA

**Seminar Location:**

Fall 2010  
Second Wednesday Seminars  
8:30 am to 3:30  
at  
**U.Va. Richmond Center**  
2810 N. Parham Road  
Richmond, VA 23294

To register or find out more visit  
[www.VaInstituteofGovernment.org](http://www.VaInstituteofGovernment.org)  
and click  
"Wednesday Series"  
under the Training menu  
or contact Billie Easton at  
[bee2u@virginia.edu](mailto:bee2u@virginia.edu) or  
(804) 371-0202

**Customer Service in the Public Sector: Putting Citizens First** **\$75 (New Price!)**  
October 13, 2010

**Who Should Attend**

Employees at all levels, especially those in direct contact with customers

**This class will help you to**

- identify your customers, what they want, and how they want it delivered
- describe the KANO model for achieving customer satisfaction
- compare four communication styles which impact delivery
- use the LEAP model to handle difficult situations
- determine criteria for establishing customer service standards



**Love 'Em or Lose 'Em—Motivating & Retaining Employees** **\$75 (New Price!)**  
November 10, 2010

**Who Should Attend**

Supervisors, team leaders, managers, directors



**Attend this seminar and learn to**

- examine and apply the Maslow and Herzberg theories of motivation
- promote principles of motivation theories in the work environment by using the Love 'Em or Lose 'Em strategies
- describe how today's companies have applied these techniques successfully
- explain the supervisor's role in motivating employees
- create action plans for applying motivational principles and strategies at the office

**Staying Legal: Employment Law Basics** **\$75 (New Price!)**  
April 14, 2010

**Who Should Attend**

Supervisors, team leaders, human resources staff, and those responsible for ensuring compliance within the organization

**This class will help you to**

- hire the right person the right way
- handle employee complaints
- correct deficient performance
- investigate conduct issues
- adapt a model for addressing problem situations
- use the Employee Assistance Program as a management tool

