

# Virtual Seasonal Series - Summer

- Mastering Effective Communications
- Creating Amazing Customer Service
- Dealing with Difficult Behaviours



## Series Overview

**Timely Topics for Everyone. Topics that Relate. A Full Day of Virtual Learning.**

The Seasonal Series is offered 4x a year to provide ongoing professional development without a large investment of time or money. The Series works great together or as individual courses.



## Who Should Register?

These courses are expertly facilitated for anyone working with customers, the public, or co-workers.

COURSE	DATES	DAILY SCHEDULE	FEE	EARLY BIRD
Mastering Effective Communications	July 12, 2022	8:30am to 3:45 with scheduled breaks	\$415 +HST	\$315 +HST before June 28
Creating Amazing Customer Service	Aug. 9, 2022	8:30am to 3:45 with scheduled breaks	\$415 +HST	\$315 +HST before July 26
Dealing with Difficult Behaviours	Sept. 13, 2022	8:30am to 3:45 with scheduled breaks	\$415 +HST	\$315 +HST before Aug. 30

# Virtual Seasonal Series Learning Outcomes

## MASTERING EFFECTIVE COMMUNICATIONS

This one-day course has been designed to further enhance the communication skills and practices of participants. Learn how to develop, and apply, effective communication techniques both in-person and virtual environments.

- Demonstrate an understanding of the communication process.
- Discuss strategies of building effective communication both in-person and virtually.
- Identify barriers of communication and develop solutions to overcome them.

## CREATING AMAZING CUSTOMER SERVICE

This one-day course is designed to help participants clarify their role as providers of AMAZING customer service. The focus will be on utilizing effective interpersonal skills to anticipate and exceed customers' expectations.

1. Utilize effective interpersonal skills to improve the service experience with internal and external customers.
2. Identify challenging customer service situations and how to handle them.
3. Practice effective customer skills needed to provide Amazing Customer Service.

## DEALING WITH DIFFICULT BEHAVIOURS

This one-day course provides basic techniques to deal with challenging behaviours that can be resolved through effective conflict resolution and negotiation skills. As a participant, you will delve into the reasons for these challenging behaviours, and determine strategies to employ to avoid difficult, unproductive situations.

1. Distinguish between various types of difficult people and challenging behaviours.
2. Appreciate your own behaviour style and how it affects others.
3. Apply conflict management and negotiation skills to challenging situations.

## Contact Us Today

For more information about our Seasonal Series, speak with our Inside Sales & Marketing Representative, Christina Andrew.

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