



COMMUNITY HEALTH CARE ASSOCIATION of New York State

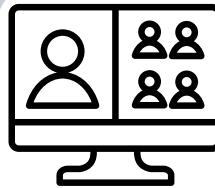
# CUSTOMER SERVICE TRAINING SERIES

in partnership with Myra Golden Seminars, LLC

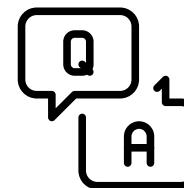


## LEARNING MODULE FORMAT

CHCANYS, in partnership with Myra Golden Seminars, LLC, is offering four (4) learning modules for Health Center staff to increase their customer service skills. Each learning module will consist of a webinar and Q&A, held virtually over Zoom, exploring different elements of great customer service.



A one-hour, highly-interactive webinar will cover an element of excellent customer service including creating a customer service culture, conflict de-escalation, and more!



One week following the webinar, there will be a Q&A Session where participants can bring health-center specific concerns to an informal, interactive meeting.



## RESOURCES AND EXPERTISE

Myra Golden has designed and delivered trainings to organizations across industries to create the best possible customer experience, including the CDC, AARP, and Salesforce. In addition to her customer service trainings, Myra has created de-escalation tactics for customer service professionals after years of study and interviews with experts in the field.



### Save the Dates for future Learning Modules\*:

#### Learning Module #3 - Conflict Resolution

- Webinar: September 13, 2022
- Q&A: September 20, 2022

Register here: <https://bit.ly/CustomerServiceModule3>

#### Learning Module #4 - De-escalating with Customers

- Webinar: November 8th
- Q&A: November 15th

Register here: <https://bit.ly/CustomerServiceModule4>

\*All learning modules will take place from 1 PM - 2 PM EST. Agenda is subject to change

These sessions are open to all health center staff, although specific target audiences will vary per learning unit

If you have questions, please e-mail [questions@chcanys.org](mailto:questions@chcanys.org)