

EXCELLENT CUSTOMER SERVICE

DATE & TIME: May 4, 2011
8:30 AM to 12:30 PM

Meets the mandatory requirement for a course in Cultural Competency

All registration is completed on the Learning Net prior to the training. Sign-in begins 30 minutes prior to training time. All participants must arrive during the sign-in period. Late arrivals will not be admitted.

PLACE: Superior Court
600 South Commonwealth, 2nd Floor Conf. Room, #113
Los Angeles, CA 90005

PARKING: DMH free parking at 523 Shatto Place, (levels 3-8)
Note: If parking at Shatto Place, please allow time to walk approximately 2 1/2 blocks to training site.

In this workshop, the presenter will provide a unique and inspiring framework around the critical and often elusive issues of consumer and coworker personalities and styles of communication. Participants will gain a heightened respect for consumers and co-workers, practical and effective tools for immediate use, and a revitalized vision for their own possibilities in the future. Participants will learn what it means to provide exceptional customer service, how to project a customer friendly image, how to handle demanding customers and more.

TARGET AUDIENCE: All DMH staff

OBJECTIVES: As a result of attending this training, participants will be able to:

1. Identify and understand the needs and expectations of internal and external customers.
2. Discuss how cultural competency plays a role in customer service and how both impact the Department's goals.
3. Describe various customer behaviors and make adjustments in communication to reduce stressful situations.
4. Use the Recovery Model to develop a personalized strategy for improving customer service at their work site.

CONDUCTED BY: Phyllis Griddine–Tate, Department of Mental Health

COORDINATED BY: Patricia Lopez White MFT, Training Coordinator
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DEADLINE: When enrollment reaches class capacity

CONTINUING EDUCATION: None

COST: None

Inside the DMH firewall? Click here to register: <http://learningnet.lacounty.gov>

Outside the DMH firewall? Click here: <https://learningnet.lacounty.gov>

DMH Employee Username & Password Help: <http://dmhhqportal1/sites/TCCB/default.aspx>

Contract Employee: <http://dmh.lacounty.gov/training&workforce.html>

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