

Customer Service Support Staff

ONLINE TRAINING

COURSE CATALOG

THE FUNDAMENTALS OF EXCEPTIONAL SERVICE

- SSPD 101 – The Five C’s of Exceptional Service
- SSPD 104 – Responding to Parents’ High Expectations
- SSPD 106 – Responding to Difficult Parents
- SSPD 116 – Exceptional Service Begins with Attitude
- SSPD 123 – How to “Wow” Parents and Community Members
- SSPD 130 – What Exceptional Service Looks Like
- SSPD 131 – Vital Tips for Managing Parent Complaints

CONTRIBUTING TO YOUR SCHOOL OR DISTRICT’S MISSION

- SSPD 102 – Understanding the Mission of Your School or District
- SSPD 105 – Delivering Benefits Instead of Services
- SSPD 107 – Developing a Whole-Organization Mentality
- SSPD 125 – Increasing Demand for Your School’s Services

DOING YOUR BEST WORK

- SSPD 108 – Your Work is More Important Than Your Title
- SSPD 109 – The Importance of Being Reliable
- SSPD 110 – Ways to Avoid Making Judgments
- SSPD 111 – Why You Should Always Show Kindness to Others
- SSPD 112 – Practicing Patience at Work
- SSPD 113 – The Practical Need for Positivity
- SSPD 114 – The Value of Developing Tolerance
- SSPD 115 – The Power of a Positive Attitude
- SSPD 117 – Being Dedicated to Your Work
- SSPD 118 – Finding Fulfillment in Your Work
- SSPD 119 – Achieving Your Personal Best
- SSPD 120 – Responding Positively to Criticism
- SSPD 121 – Five Ways to Make Yourself Indispensable
- SSPD 122 – A Three-Step Prescription for Success
- SSPD 124 – Four Criteria for Making Good Decisions at Work
- SSPD 128 – Making the Best Possible Impression
- SSPD 129 – Giving Yourself a Million-Dollar Image
- SSPD 132 – Tackling Negative Situations Professionally
- SSPD 134 – Handling Your Errors Professionally
- SSPD 135 – How to React When You Make a Mistake

COMMUNICATING WITH PARENTS AND OTHER STAFF MEMBERS

- SSPD 103 – The Precarious Situation of Parents
- SSPD 126 – Seven Powerful Components of Verbal Communication
- SSPD 127 – Seven Tips for Ending Conversations on a High Note
- SSPD 133 – Six Techniques You Can Use to Motivate Others
- SSPD 136 – Five Techniques for Calming Angry People
- SSPD 137 – Techniques for Dealing with Irrational Behavior
- SSPD 138 – Techniques for Dealing with the Attention Demander
- SSPD 139 – The Rights of Parents in Education

COURSE TITLES AND OBJECTIVES

SSPD 101 – The Five C’s of Exceptional Service

The participant will...

- Identify the five C’s of exceptional service.
- Understand the importance of delivering exceptional service.

SSPD 102 – Understanding the Mission of Your School or District

The participant will...

- Learn how to understand the mission of his or her school or district.
- Identify questions to consider when analyzing change.
- Describe the focus that sets professionals apart from his or her peers.

SSPD 103 – The Precarious Situation of Parents

The participant will...

- Explain the precarious situation of parents.
- Learn how to establish friendly relationships with parents.
- Understand how to deal with parental concerns.
- Explore ways to handle power appropriately.

SSPD 104 – Responding to Parents’ High Expectations

The participant will...

- Describe how to think from a parent’s perspective.
- Learn the importance of maintaining high quality.

SSPD 105 – Delivering Benefits Instead of Services

The participant will...

- Describe the difference between services and benefits.
- Identify the nine motivators that sell every experience.

SSPD 106 – Responding to Difficult Parents

The participant will...

- Understand why professionals forget that parents are just like them.
- Learn how to best respond to difficult parents.

SSPD 107 – Developing a Whole-Organization Mentality

The participant will...

- Describe a “whole-organization” mentality.
- Learn how to change self-centered habits.

SSPD 108 – Your Work Is More Important Than Your Title

The participant will...

- Learn why a job description is limiting.
- Understand that people are more interested in the work done by professionals than in the title each professional holds.
- Identify how to be an advocate of work.

SSPD 109 – The Importance of Being Reliable

The participant will...

- Understand the importance of being reliable.
- Describe ways to increase his or her reliability.

SSPD 110 – Ways to Avoid Making Judgments

The participant will...

- Learn reasons not to judge people.
- Identify ways to avoid judging people.

SSPD 111 – Why You Should Always Show Kindness to Others

The participant will...

- Describe why kindness is effective.
- Learn characteristics of kind people.

SSPD 112 – Practicing Patience at Work

The participant will...

- Define the virtue of patience.
- Learn how to use patience as a strategy.
- Appreciate the power of patience.

SSPD 113 – The Practical Need for Positivity

The participant will...

- Understand the need for positives.
- Learn how to be positive.
- Identify the professional’s three responsibilities.

SSPD 114 – The Value of Developing Tolerance

The participant will...

- Learn the value of tolerance.
- Understand that tolerance is a choice.
- Identify how to develop tolerance.
- Discover how tolerance leads to success.

SSPD 115 – The Power of a Positive Attitude

The participant will...

- Understand the freedom that he or she has in life.
- Identify ways to utilize the power of a good attitude.

SSPD 116 – Exceptional Service Begins with Attitude

The participant will...

- Learn the source of all rewards in an organization.
- Learn why a good attitude is vital to exceptional service.
- Identify examples of exceptional service.

SSPD 117 – Being Dedicated to Your Work

The participant will...

- Learn the varying degrees of commitment.
- Describe the rewards of being a giver.

SSPD 118 – Finding Fulfillment in Your Work

The participant will...

- Understand why it is important to love what he or she does.
- Identify four aspects to love about work.

SSPD 119 – Achieving Your Personal Best

The participant will...

- Learn that his or her performance matters.
- Examine the possibility of being replaced.
- Identify the rewards of doing his or her best.

SSPD 120 – Responding Positively to Criticism

The participant will...

- Understand what happens when a school or district will not accept criticism.
- Learn how to determine whether he or she receives criticism gracefully.

SSPD 121 – Five Ways to Make Yourself Indispensable

The participant will...

- Identify five ways to become indispensable to his or her boss.
- Learn reasons to feel deeply about his or her work.

SSPD 122 – A Three-Step Prescription for Success

The participant will...

- Learn the three-step prescription for success.
- Describe ways to get results in his or her work.

SSPD 123 – How to “Wow” Parents and Community Members

The participant will...

- Learn his or her role in wowing parents and community members.
- Discover techniques that wow parents and community members.

SSPD 124 – Four Criteria for Making Good Decisions at Work

The participant will...

- Gain criteria for making good decisions.
- Learn who is an important force in determining quality.

SSPD 125 – Increasing Demand for Your School’s Services

The participant will...

- Understand his or her role in increasing demand for school services.
- Learn why increasing demand is so important.
- Identify ways to contribute to the value of his or her school.

SSPD 126 – Seven Powerful Components of Verbal Communication

The participant will...

- Identify the seven vital components of verbal communication.
- Understand how the seven components have a direct bearing on whether he or she communicates effectively.

SSPD 127 – Seven Tips for Ending Conversations on a High Note

The participant will...

- Learn that the end of a conversation is as important as its beginning.
- Identify seven good ways to end a conversation.

SSPD 128 – Making the Best Possible Impression

The participant will...

- Understand the way people make judgments about others.
- Learn the style of clothing that commands the most respect.
- Learn styles to avoid when trying to make a good impression.

SSPD 129 – Giving Yourself a Million-Dollar Image

The participant will...

- Identify the attributes of a person who has a million-dollar image.
- Learn how to convey that image.

SSPD 130 – What Exceptional Service Looks Like

The participant will...

- View examples of exceptional service.
- Learn why it is important to add services to his or her job.

SSPD 131 – Vital Tips for Managing Parent Complaints

The participant will...

- Identify two key attributes of parent complaints.
- Learn techniques for managing parent complaints.

SSPD 132 – Tackling Negative Situations Professionally

The participant will...

- Learn how to make bad situations better.

- Identify attitudes that cause professionals to miss vital opportunities.
- Describe specific steps to take when facing stressful circumstances.

SSPD 133 – Six Techniques You Can Use to Motivate Others

The participant will...

- Identify and learn six techniques to motivate others.

SSPD 134 – Handling Your Errors Professionally

The participant will...

- Learn the Law of Total Responsibility.
- Learn how to accept responsibility for his or her own mistakes.

SSPD 135 – How to React When You Make Mistakes

The participant will...

- Identify three things people do that make mistakes worse.
- Learn ways to rectify a mistake.

SSPD 136 – Five Techniques for Calming Angry People

The participant will...

- Learn five techniques for calming angry people.
- Become aware of guidelines that help professionals stay calm when speaking to angry people.

SSPD 137 – Techniques for Dealing with Irrational Behavior

The participant will...

- Define irrational behavior.
- Identify techniques to help a colleague gain control of his or her emotions.
- Identify steps to help an irrational parent.

SSPD 138 – Techniques for Dealing with the Attention Demander

The participant will...

- Understand the behavior of attention demanders.
- Learn how to deal with an attention-demanding colleague.
- Identify ways to deal with an attention-demanding parent.

SSPD 139 – The Rights of Parents in Education

The participant will...

- Come to an understanding of the past role of parents in education.
- Examine laws that govern the rights of parents.
- Learn reasons to partner with parents.