

Customer Service Support Staff

ONLINE TRAINING

COURSE LIST BY CATEGORY

Learning objectives for each course are listed at the end of this document.

The Fundamentals of Exceptional Service

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

Contributing to Your School or District's Mission

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

Doing Your Best Work

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

- 134 Handling Your Errors Professionally
- 135 How to React When You Make a Mistake

Communicating with Parents and Other Staff Members

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

COURSES AND COURSE OBJECTIVES

Learning objectives for each course are listed at the end of this document.

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.

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.

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.

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.

105 Delivering Benefits Instead of Services

The participant will...

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

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.

107 Developing a Whole-Organization Mentality

The participant will...

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

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.

109 The Importance of Being Reliable

The participant will...

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

110 Ways to Avoid Making Judgments

The participant will...

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

111 Why You Should Always Show Kindness to Others

The participant will...

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

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.

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.

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.

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.

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.

117 Being Dedicated to Your Work

The participant will...

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

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

131 Vital Tips for Managing Parent Complaints

The participant will...

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

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.

133 Six Techniques You Can Use to Motivate Others

The participant will...

- Identify and learn six techniques to motivate others.

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.

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.

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.

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.

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.

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.