Customer Service Training Opportunities at GPC

The *Take Care of Yourself, Take Care of Your Customer* program is available to all GPC employees. Customers are defined as those with whom we interact or serve, including our students, their parents, our co-workers and the community.

*Take Care of Yourself, Take Care of Your Customer* is a two-day program that focuses on providing excellent customer service to students and other customers by radiating a positive attitude and by making extraordinary connections with them. The program also focuses on managing stress and dealing with difficult student and customer service situations. This is a highly interactive program and the following topics will be explored:

- Overview of quality service
- The relationship between attitude and customer service excellence
- Radiating positive possibilities
- Communication and customer service
- Body language, tone of voice, and words
- Making extraordinary connections with students and other customers
- Attacking stressful thoughts
- Understanding difficult students and customers
- Effective communication and positive outcomes with difficult students and customers

The *Magic of Leadership* is Georgia Perimeter College's Leadership Development Program. The highly interactive, five-day program is for experienced and new administrators, professionals, faculty and staff.

Participants in the program will explore the following:

- Vision, Mission and Goals
- Individual leadership strengths and challenges
- Skills to enhance employee motivation
- Leadership and communication for change
- How to build teamwork, trust and community
- Techniques for handling conflict, performance challenges and personal problems
- GPC organization and financial operating environment

For more information about these training opportunities for Georgia Perimeter College employees, please contact Patrice Masterson, director of Human Resources, at Patrice.Masterson@gpc.edu.