

# Great Bend Campus Customer Service Training Recommendations

Friday, April 13, 2012

## Randy's Title III Money (Offered to both Campuses)-

- Systems Analysis by Third Party (Angie volunteered Student Services as a starting point for this and hopefully others would want their area assessed as well)
- Web Form Status?

## Mandated for all employees (Great Bend Campus):

Professional speaker on the topic be hired for Professional Days in Fall and Spring.

## Noel-Levitz module program

One-hour sessions (each presented 2x to allow flexibility for office coverage) provided twice a month for a total of 6 hours in the fall, 6 hours in the spring.)

- 20 minute recorded presentation
- Trainer facilitated information and discussion – although we don't really want to do this in-house, there are people here who could possibly take an hour or two a month to train on something they are very familiar with, i.e. phone etiquette. That would be different than being responsible for planning a six-hour training.
- It was suggested that Faculty Council time would be good for some of this training.
- Session I: The Campus Run-Around
- Session II: Building a Service Culture
- Session III: Barriers to Effective Teamwork
- Session IV: Polishing Daily Service Skills
- Session V: Advanced Face-to-Face Communication
- Session VI: Effective Personal Communication on the Telephone
- Session VII: Advanced Skills in Transferring and Screening Calls
- Session VIII: Meeting Individual and Campus-wide Phone Challenges
- Session IX: Managing Voice Mail Effectively
- Other –**
- Email Etiquette
- Being a Better Communicator/ Open the Lines of Communication
- Staying Positive in a Difficult Work Environment
- Social Media – How to Get the Most out of it
- Promote Diversity
- Connecting Employees with one another – formal & informal/professional & Social Networking

## Optional:

- Organize training specific to departments, upon request
- Appreciative Inquiry – 2 x per month to encourage what is already good and working
- Starlink “brown bag” sessions – offer 2 x per month
  - Watch together, then discuss
- Continue motivational e-mail each Monday – all supervisors should be forwarding this....why aren't they?
- Reinstate Pride Awards – make nomination simple
- Reinstate an electronic college employee newsletter
- Employee directory with pictures
- Electronic suggestion box (we currently have hard copy suggestion boxes on campus that are monitored by HR) – [better-service@bartonccc.edu](mailto:better-service@bartonccc.edu) – link in a very prominent place for people to access
- Hire mystery shopper (not organized from within campus)
- Speaker dealing with workplace conflict

### **Aqip –**

The Professional Development Committee recommended that two from GB and two from FR meet to develop the AQIP report form for the Customer Service project. Dr. Abel volunteered from GB, and we would need to select one other person. We would need two people from the FT Professional Development Team to do the same.

### **Professional Development Committee**

Role: to enhance the training that is provided through additional training opportunities.

- Develop the Starlink discussion series
- Provide other online professional development resources
- Arrange for Appreciative Inquiry sessions
- Arrange for computer training sessions
  - Excel, Access, Word
- Maintain PD website link – place it where it is easily attainable, encourage use
- Promote employee recognition
- Provide motivational materials
  - Monday Motivation email
    - Add to PD website weekly
  - Quiet Cougar Concept
  - RAK (Joe Thornton)
  - PD website motivational materials
- Increased communications (staff directory)

### **Mentoring Program –**

**Goals** The goals of new employee mentoring are to:

- Accelerate an employee's perspective/understanding of the college and adaptation to a new position
- Increase employee loyalty
- Promote diversity
- Connect employees with one another (formal and informal/professional and social networking)
- Open the lines of communication
- Look after new employees' welfare and provide employees with a person to listen to concerns as well as successes
- Safeguard the college's new hire investment
- Enable employees to feel welcome and to believe they have a career or career path

### **Customer Service Training Resources -**

- Disneyinstitute.com
- Uyourservice.com
- Learningtree.com
- Noel-Levitz.com (only one specific to colleges)