Valuing Different Generations
For the first time in American history, there are four different generations working at the same time, each bringing value to the jobs that they do. This seminar includes a discussion of the characteristics commonly associated with each generation, so participants can learn and appreciate different generational workers and improve teamwork and productivity.

Thursday, September 21, 2023
3:00PM to 4:00PM
Register Here

Managing Conflicts in the Workplace
When people come together, they often bring their differences with them, making it possible for conflicts to occur. In today’s challenging environment and regularly added pressures, these factors can exacerbate and contribute to increased disagreements and miscommunications, both personally and professionally. This webinar explores how to manage interpersonal conflict more effectively at work and at home, as well as how to employ skills and strategies to increase open and effective conflict resolution.

Wednesday October 25, 2023
10:00AM to 11:00AM
Register Here

Developing a Customer-Focused Attitude
Customer service skills are key to providing a positive and productive experience. Not only do we deal with the external customer, but we also interact with internal customers, our coworkers. This workshop includes a
self-test to help participants recognize their strengths and weaknesses in this area. Other topics include dealing with angry or difficult customers, diffusing difficult situations and “the five foundations for successful customer interaction,” which helps participants recognize opportunities for improving customer service and retention.

Thursday November 30, 2023
10:00AM to 11:00AM

Register Here