



TIDEWATER COMMUNITY COLLEGE
From here, go anywhere.™

The Customer Service Series

Why Training?

- Knowledgeable employees make fewer mistakes
- Training instills pride in product and service
- Training demonstrates you are interested in your employees' professional development
- Employees reciprocate loyalty when you invest in them

Knock Their Socks Off Customer Service

\$79.00, BUSC 1559

Nov. 3, 9am–12pm, Room 2505

Today's customer is smarter, more demanding and has higher expectations than ever before. We have a responsibility to connect with them, meet their needs and exceed their expectations. This information-packed session gives you the strategies, techniques and tips that you need in order to provide exceptional customer service and keep them coming back!

Say It So They Get It

\$79.00, BUSC 1558

Nov. 17, 9am–12pm. Room 2505

The ability to communicate effectively is the single most important key to success in today's workplace. The competitive challenge is to connect with your audience from the very first contact. This session identifies components of effective communication, works through barriers, and practices techniques for successful verbal and nonverbal communication.

Dealing With Difficult People

\$79.00, BUSC 1556

Nov. 10, 9am–12pm, Room 2505

Dealing with difficult people is a hurdle many people face as part in their everyday work life. How you deal with it determines your success. This interactive session provides practical techniques and illustrations that cover every aspect of gaining cooperation and improving relationships.

Sign up for the
entire series
for only **\$198**
and save **\$39!**

Contact for More Information

Workforce Development • 757-822-1234 • www.tcc.edu/wd

