



STATE OF MISSOURI  
**Center** FOR  
**MANAGEMENT** AND  
**Professional Development**

IN CONJUNCTION WITH MISSOURI STATE UNIVERSITY'S MANAGEMENT DEVELOPMENT INSTITUTE PRESENTS:

In today's environment of "doing more with less," employees in almost every business and organization are being asked to juggle multiple priorities and complete tasks while simultaneously providing increasingly higher levels of service. In the midst of increased workloads, interruptions, day-to-day stressors and the need to "just get the job done," maintaining optimum levels of courtesy and professionalism can be challenging at best.

Regardless of what else may be going on, many workplace professionals must communicate regularly with their co-workers, management and a variety of internal and external customers on any number of issues. Their results—and the organization's success—depend on their ability to communicate in a professional and persuasive manner while cultivating trust and confidence. The impressions they leave must accurately reflect the organization's commitment to quality and professionalism in the best possible light.

This full-day program will equip learners with the skills they need to handle the important job of customer service; and confidently represent the organization in their role as the "first line" of contact customers may interact with each day.

# *People Skills* FOR **PUBLIC PEOPLE**

Created and Presented by Dale McCoy

## **People Skills for Public People**

August 24, 2011

8:30 AM – 4:30 PM

Truman Office Building, Room 430

Jefferson City

\$125.00

State of Missouri  
Office of Administration  
Division of Personnel  
Center for Management and Professional Development

[www.training.oa.mo.gov](http://www.training.oa.mo.gov)

### **Successful Learners will be able to:**

- Explain how the natural laws of commerce impact their organization or business
- Describe how quality customer relations affect their personal bottom line
- Describe behaviors that make positive first impressions and build rapport
- Give examples of the Four Levels of Conversation
- Demonstrate effective body language and voice control when dealing with customers
- Describe characteristics and behaviors which typify good or bad customer relationships
- Identify situations in the workplace in which the **Customer C.A.R.E.** model would be helpful and be able to apply **C.A.R.E.** in those instances
- Apply strategies and techniques to deal with three types of difficult customers in a positive manner