

PROFESSIONAL DEVELOPMENT

Customer Service Learning Pathway FY23



Whether engaging with internal or external MC customers, excellent and effective service is expected. Providing service that brings value to the college and increases satisfaction in our jobs requires kindness, patience to work with complex demands, accurate information, and valuable communication skills. This pathway strengthens the ability to provide tactful service in a multi-lingual and diverse environment and helps you understand the services offered in other departments.

Learning Pathway classes required to earn a certificate:

Prevention:

- Effective Writing and Phone Skills at MC
- Extraordinary Customer Service
- **Mindset for Wellness¹**

MC Internal Customer Service Providers:

- Community Engagement
- Raptor Central
- **Workforce Development & Continuing Education**

External Relations:

- **Sales – Managing Relationships and Tasks²**
- Coaching for Great Customer Service
- Working with Difficult People³
- Effective Communications Across Cultures

Multilingual Environment:

- Bridging Multiple Languages, Accents, and Tones
- Building Your Basic Spanish Skills
- Practicing Customer Service in Spanish

1 Also in Equity and Inclusion LP 2 Also in Management LP 3 Also in Communication and Conflict LP 4 Also in Effective Committees LP

The pathway classes are available to all employees through MC Learns as individual classes as well. If you are interested in achieving the certificate, the table below will help you plan your schedule. Not all classes are offered every year; it is at minimum a two-year plan.

Classes Scheduled for FY23:

Class name	Class Length	Class Date(s)
Mindset for Wellness – group coaching	½ day	October 19 and 20
Working with Difficult People	½ day	November 15
WDCE Experience	½ day	January 5
Mindset for Wellness – group coaching	½ day	February 9, 10
Sales – Managing Relationships and Tasks	½ day	March 14
All classes are in MC Learns-->Schedule of Classes and Events-->Communications & Interpersonal Relations Classes not listed will be offered in FY24		

*A learning pathway is a series of identified classes that provides you with an in-depth exploration of a specific topic. When completed, a certificate of learning is awarded, as documentation of your commitment to pursue the study and practice of a specialized area of professional development over multiple years that provide you time to reflect upon the concepts and integrate the skills into your work and personal lives.

Customer Service Classes	Brief Class Description*
Bridging Multiple Languages, Accents, and Tones <i>Facilitator: Karla Silvestre</i>	Explore ways to overcome cultural and language barriers by practicing cross-cultural communication skills to interact effectively with people who are non-native English speakers.
Building Your Basic Spanish Skills <i>Facilitators: MC staff</i>	Feel confident in using basic Spanish for listening and speaking at MC. This class extends your ability to address frequently asked questions, make referrals and recognize the need for translated materials.
Coaching for Great Customer Service <i>Facilitator: TBA</i>	Seasoned colleagues, and superb supervisors, model, teach and reward excellent customer service on a daily basis to ensure front-line staff provide up-to-date information, stay calm, work as a team and avoid job burnout.
Community Engagement <i>Facilitator: Department Staff</i>	Understand the resources and skills offered by MC's Community Engagement team in order to make appropriate referrals and support MC's outreach to diverse populations.
Effective Writing and Phone Skills at MC <i>Facilitator: TBD</i>	Whether the customer walked in, called in, skyped, texted, or sent an email—succinct and accurate communication saves time and repeated effort.
Sales: Managing Relationships and Tasks <i>Facilitator: Gloria Norman</i>	Delivering customer service is an exploration of integrating many competing elements, where change, stability and performance is constantly under a microscope. Identify issues effecting your customer service role/department in key areas of Relationships and Tasks. Articulate what is being done well and what you would like to see change in customer services.
Mindset for Wellness – Group Coaching <i>Facilitators: Nathalie Thompson</i>	Human communications can be tough emotional labor. Learn to manage stress, recognize internalized negativity and enhance wellness and productivity through mindfulness and work-life balance.
Practicing Customer Service in Spanish <i>Facilitators: MC staff</i>	Practice typical client interactions at MC. Build your comprehension and ability to use Spanish confidently at work. Identify any need for additional language skills, translated materials or managerial/supervisor support and teamwork.
WDCE Experience <i>Facilitators: Department Staff</i>	Learn about the available non-credit courses, certificates, and professional training options, as well as the grants, funding and support services for students and families.
Welcome Centers <i>Facilitators: Department Staff</i>	Learn how the Centers handle walk-in customers who are prospective and current students, families, campus or community visitors. Discuss when, how and why they refer people to various units and how to collaborate smoothly across the College.
Working with Difficult People <i>Facilitator: James Boyle</i>	Examine types of difficult situations and explore strategies for dealing with people to attain a successful outcome.