

Customer Service Learning Pathway FY21



Whether engaging with internal or with external MC customers, excellent service is expected. Providing exemplary service requires kindness, patience, accurate information and superb communication. This pathway strengthens the ability to provide tactful service in a multi-lingual 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

Intervention:

- Civility in the Workplace³
- Coaching for Great Customer Service²
- Working with Difficult People^{3,4}

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 FY21:

Class name	Class Length	Class Date(s)
Building Your Basic Spanish Skills	½ day	November 6—Zoom
Practicing Customer Service in Spanish	½ day	November 13—Zoom
Coaching for Great Customer Service	½ day	February 26—Zoom
Raptor Central	½ day	April 22—Zoom
Working with Difficult People	½ day	April 7—Zoom
Bridging Multiple Languages, Accents and Tones	½ day	April 16—Zoom
All classes are in MC Learns-->Schedule of Classes and Events->Communications & Interpersonal Relations		
Classes not listed will be offered in FY22		

*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 Learning Pathway Class Overview:

Customer Service Classes	Brief Class Description*
Bridging Multiple Languages, Accents, and Tones <i>Facilitator: County professionals</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: Debbie Crutchfield & Claudia Salas</i>	Seasoned colleagues, and superb supervisors, model, teach and reward excellent customer service daily 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, skyped, texted, or used email—succinct and accurate communication saves time and repeated effort.
Extraordinary Customer Service <i>Facilitator: Gloria Norman</i>	Identify and integrate customer service “success factors” into your work routine. Strengthen your desire and ability to provide excellent customer service competently and consistently.
Mindset for Wellness <i>Facilitators: Adriana Rojas</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: Tracee Matthias, Anita Mwalui</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.
Raptor Central <i>Facilitators: Department Staff</i>	Learn how the Centers support prospective or current students, families and visitors. To enhance collaboration at MC, discuss how and when Center staff refer people to other units.
Working with Difficult People <i>Facilitator: James Boyle</i>	Examine types of difficult situations and explore strategies for dealing with other people to attain a successful outcome.

* Complete class descriptions and outcomes are located in MC Learns.



If you are completing a learning pathway, document your work through your Learning History and register for the Learning Pathway Certificate Reception on June 29, 2021 in MC Learns. Certificates of completion will be presented to honor your commitment to your professional development.

