

save - the - date!
save - the - date!
save - the - date!

The King County Non-Profit Staff Development Coalition Project presents....

CUSTOMER SERVICE AND COMMUNICATION SKILLS FOR NON-PROFIT ORGANIZATIONS

Tuesday | January 18, 2005 | 8:30am – 4:30pm

Location: The 2100 Building | Community Room B | 2100 24th Ave. South | Seattle WA 98144

In this interactive workshop you will learn and practice a variety of communication skills that will improve customer service and enhance relationships with both customers and co-workers.

Upon successfully completing this workshop, participants will be able to:

- Apply newly-learned communication skills with a variety of individuals
- Eliminate/reduce misunderstandings
- Engage people at the head, heart and soul levels
- Create memorable customer experiences as well as provide effective customer service
- Handle boundary issues effectively

Participants are strongly encouraged to bring “real life” customer service and communication issues/scenarios to this session. These will be used as examples for applying the workshop skills.

(Note: This workshop has been designed for frontline and supervisory staff)

Trainer - Cal Crow, Phd.

Workshop Fee

Coalition Member Organization

\$60.00 per participant [for 1-2 staff from the same organization]
\$50.00 per participant [for groups of 3-5 from the same organization]
\$45.00 per participant [for groups of 6 or more from the same organization]

Non-Member Organization

\$75.00 per participant

Lunch will be your own.

REGISTER ONLINE TODAY !! *(space is limited)*

To register online, go to: <http://www.learningconnections.org/coalition/workshops/jan05>

Contact

For more information about this workshop, contact **Anna McCain (206) 870-5908** or E-mail: amccain@highline.edu

A project of

