

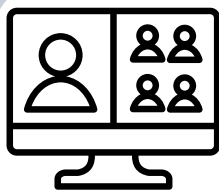
CUSTOMER SERVICE TRAINING SERIES

in partnership with Myra Golden Seminars, LLC



OVERVIEW & FORMAT

CHCANYS is excited to continue our Customer Service Learning Series in partnership with Myra Golden. We will offer four (4) additional learning modules, supplemental management training sessions, and a 'lessons learned and reflections' webinar. See below for topics, dates, and registration links!



One-hour, webinar will cover an element of excellent customer service, both with health center patients and your coworkers!



One week following the webinar, participants can bring health-center specific concerns to an informal, interactive meeting.



RESOURCES AND EXPERTISE

Myra Golden has designed and delivered trainings to organizations across industries to create the best possible customer experience. Additionally, Myra has created de-escalation tactics for customer service professionals after years of study and interviews with experts in the field.



Register Today for the 2023 Customer Service Training Series!!

Supplemental Management Training Sessions (***NEW TRAINING OPPORTUNITY***)

June 6, 2023: **Unlocking Success: Mastering Management & Leadership Skills for First-Time Supervisors & Managers**

June 8, 2023: **Mastering the Art: Conflict Resolution Tactics for Managers and Supervisors**

June 13, 2023: **Mastering the Art: Navigating Emotionally Charged Situations in the Workplace with Ease**

Register for all the above sessions here:
<https://bit.ly/CSManagement2023>

Learning Module #7 - Regain Control of Difficult Conversations

Webinar: July 20, 2023 (***NEW DATE***)

Q&A: July 27, 2023 (***NEW DATE***)

Register here: bit.ly/2023CustomerService7

Learning Module #8 - Five Ways to Create a Welcoming Patient Environment

Webinar: August 22, 2023

Q&A: August 29, 2023

Register here: bit.ly/2023CustomerService8

Lessons Learned & Reflections Webinar: September 21, 2023 (***NEW DATE***)

Registration Link:

bit.ly/2023CustomerServiceReviewWebinar

*All learning modules will take place from 1 PM - 2 PM EST. Agenda is subject to change

These sessions are open to all health center staff, although specific target audiences will vary per learning module
If you have questions, please e-mail questions@chcanys.org