

Mass Workforce Issuance

Workforce Issuance No. 09-14

Policy Information

To: Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Regional Managers

cc: WIA State Partners

From: Rosemary Chandler, Director
Division of Career Services

Date: March 27, 2009

Subject: **REVISED Training Dates** for “Delivering Outstanding Customer Service During Challenging Times”

Purpose: To notify Local Workforce Investment Boards, One-Stop Career Center Operators and local workforce investment partners of **cancelled and newly added** one day, regional training sessions for delivering outstanding customer service during these challenging times. This replaces MassWorkforce Issuance No 09-08.

NOTE: Sessions for March 18th and April 1 have been cancelled and new dates for April 9th and 14th (in Lawrence) have been added (see schedule, below).

Every person working in the public sector plays a pivotal role in the process of ensuring the public has access to quality services. The Commonwealth's commitment to excellence demands that outstanding communication skills be practiced by each and every staff member at all times. High volume and stress create a difficult work environment and challenge staff to do their best job given these barriers. Customers' expectations may need to be adjusted in an assertive yet compassionate manner. The goal of this workshop is for staff to develop the ability to effectively communicate with the public in person or on the telephone using the techniques of:

PROGRAM GOALS:

- projecting a positive, professional image for yourself and the organization;
- demonstrating high-quality communication in all customer interactions;
- learning ways to diffuse anger in others as well as effective techniques for not becoming angry yourself;
- staying composed under pressure and coping with stress;
- using appropriate styles of communication;

- dealing more effectively with difficult customers and practicing the techniques which gain cooperation from an angry person;
- feeling confident in your ability to handle every customer.

The training will begin at 9:00 am and will end at approximately 4:00 pm. Lunch will not be provided. We are limited to **25 seats** per training session.

Dates and Locations:

DATE	LOCATON	
March 18 th	Franklin/Hampshire Career Center, Northampton	Cancelled
March 19 th	ValleyWorks Career Center, Lawrence	
April 1 st	Worcester Field Office, Main Street, Worcester	Cancelled
April 2 nd	Hurley Building – 4 th Floor Gazda Room, Boston	
April 9 th	ValleyWorks Career Center, Lawrence	New
April 14 th	ValleyWorks Career Center, Lawrence	New
April 16 th	Plymouth Career Center, Plymouth	
April 29 th	Worcester Field Office, Main Street, Worcester	
May 14 th	Franklin/Hampshire Career Center, Northampton	New

Action Required:

Please register through the HR Training Department’s intranet [registration form](#) or via email at HRTRNG@detma.org no later than Wednesday, April 1, 2009.

Name
 Employee ID Number (if you are not a DWD employee, please indicate NONDWD)
 E-mail Address
 Telephone Number
 Name of Training Class
 Requested Date of Training

Inquiries: Please direct all inquiries to Pat Zorka at pzorka@detma.org or Leslie Mark at lmark@detma.org.

Directions:

Hurley Building	19 Staniford Street, Gazda – 4 th Floor Boston, MA 02114 (click for map)
Franklin/Hampshire Career Center	178 Industrial Drive – Suite 1 Northampton, MA 01060 (click for map)
ValleyWorks Career Center	439 South Union Street – Building #2 Lawrence, MA 01843 (click for map)
Worcester Field Office	340 Main Street – 6 th Floor Worcester, MA 01608 (click for map)
Plymouth Career Center	36 Cordage Park Circle – Suite 200 Plymouth, MA 02360 (click for map)