



Workforce Issuance

100 DCS 14.275

☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
Title I Administrators
MassHire Career Center Directors
Title I Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: April 2, 2019

Subject: Customer Service Training

Purpose: To notify Local MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of upcoming Customer Service training.

Background: A focus on customer service is critical to ensuring the success of MassHire Career Centers and their customers. These Customer Service trainings will cover:

- customer service basics;
- how assumptions and biases effect customer service;
- creating a customer friendly culture;
- how to handle difficult customer interactions;
- tips for de-escalation

Action

Requested: Please share this issuance with appropriate MassHire Career Center staff and ensure that they register for this training. The training session is from 9:00 – 1:00 and available in various locations.

Staff must register for this training in advance through EventBrite by clicking on the appropriate Customer Service training link located at:

<https://www.mass.gov/service-details/mdcs-customer-service-training>

Please ensure attendees arrive on time as training sessions will begin promptly.

In case of inclement weather, or to check if there have been any training cancellations, please call the MassHire Department of Career Services Training and Meeting Message Line at **617-626-5250**.

Effective: Immediately

Inquiries: Please direct all questions to David Ledonne at David.Ledonne@detma.org. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.