



Workforce Issuance

100 DCS 14.344

☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MassHire DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: June 24, 2020

Subject: **Virtual Customer Service Trainings**

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

Background: A focus on customer service is critical to ensuring the success of MassHire Career Centers and their customers, especially in the new normal of virtual services. The Customer Service training sessions will cover:

- Customer service basics
- Skills and characteristics of customer service
- How assumptions and biases effect customer service
- Creating a customer friendly environment in a virtual world
- To mute or not to mute: De-escalating Difficult Customer Situations

The Customer Service training sessions will be held on the following dates:

- Thursday, July 9, 2020 @ 10am – 11:30am
- Tuesday, July 14, 2020 @ 1pm – 2:30pm
- Tuesday, July 21, 2020 @ 10am – 11:30am

Action

Required: Please share this issuance with all appropriate staff and ensure that they register for these trainings.

Staff must register for this training in advance through Eventbrite by clicking on Customer Service Trainings located on the Workforce System Staff Training page on Mass.gov at:

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

After registering on Eventbrite, registrants will receive WebEx login details located in the Eventbrite confirmation emails.

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 Kim Leonard at kim.m.leonard@detma.org or Gail Normandin at gail.normandin@detma.org. Please reference this Workforce Issuance number in your inquiry.