



Workforce Issuance

100 DCS 14.299

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
MassHire DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: October 3, 2019

Subject: **Customer Service Training**

Purpose: To notify 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 environment;
- How to handle difficult customer situations;
- Tips for de-escalation

Training sessions will be held from 9:00 a.m. to 1:00 p.m. at the following locations and on the following dates:

- Springfield - MassHire Springfield Career Center – October 31, 2019
- Quincy – MassHire Quincy Career Center - December 6, 2019
- Framingham – MassHire Framingham Career Center – February 13, 2020
- Boston – Charles F. Hurley Building – April 8, 2020

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

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

Attendees are encouraged to 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.

Action

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

Effective: Immediately.

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