

Develop yourself....

Expand your knowledge...

It's time to invest in **YOU!**

CUNY Professional Development Program

JANUARY 2017

Dynamic Customer Relations (C7816)

Thursday, January 12, 2017

9:00 am to 5:00 pm

Looking for the tools that will empower you to deliver and manage the highest standards of customer relations? This workshop has them. Participants will learn to diagnose customers' needs, goals and expectations, and how to handle challenging customers in person and on the telephone with more confidence and less stress. Examine the four stages of competence and their influence on personal development and interaction with others. This workshop will reinforce the importance and value of delivering courteous and effective customer service. Don't miss this opportunity to enhance your value to the CUNY community.

Target Audience: All Staff

Back by Popular Demand

We Welcome the Return of

Desander "Des" Mas

Recipient of Mayoral Customer C.A.R.E. Award



REGISTRATION: Go to www.cuny.edu/pdlm and click on **How Do I Register?** to complete the **PDLM E-Application**. Be sure to click on **SUBMIT** *after* you print your application for your supervisor's signature. **Applications must be received in the PDLM Office at least 10 days before a course starts. Dates are subject to change.**