Looking for tools that will empower you to deliver and manage the highest standards of customer relations? This workshop has them. This workshop will reinforce the value of delivering courteous and effective customer service to the CUNY community. Participants will examine the four stages of competence and how they influence personal development and interaction with others, learn to diagnose and manage customers’ needs, goals, and expectations, and discover how to handle challenging customers in person and on the telephone with more confidence and less stress. **Target Audience: All Staff**

**DYNAMIC CUSTOMER RELATIONS (C7816)**

Thursday, April 25, 9:00 AM - 5:00 PM

REGISTRATION: Go to [www.cuny.edu/pdlm](http://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.