

John Jay College of Criminal Justice

Office of Human Resources

Proposal for Professional Development

General Skills Program

The General Skills program is open to Managerial and Supervising Staff

Managing for Customer Service Excellence

Days of Training: ½ Day

This workshop will provide managers and supervisors with the requisite skills for managing superior customer service in their unit. It will focus on how to build, maintain, and lead an effective and motivated work team so that every service delivered is “satisfaction delivered.” This course will address the specific customer service challenges that managers are currently facing.

SEMINAR OBJECTIVES:

- Build your customer service team
- Motivate the team to be more responsive
- Identify and solve key customer problems
- Apply the “Customer Satisfaction Process” (CSP)
- Coach the customer service team to achieve greater excellence
- Maintain and gain management support

Target Audience: Managers and supervisors who want to ensure excellent customer service is delivered with every client contact

Successful Workplace Communication

Days of Training: 1

This workshop will provide participants with methods to improve their everyday interactions with co-workers which will enable them to work more productively in group situations. Participants will evaluate their own communication styles and explore methods and techniques for improving their personal communication effectiveness.

SEMINAR OBJECTIVES:

- Assess communication styles and their impact on others
- Learn effective active listening techniques
- Recognize and respect others’ needs
- Develop techniques to achieve greater understanding
- Interpret verbal and non-verbal communication cues
- Diffuse and resolve conflict situations

Target Audience: Supervisory staff seeking to improve their communication effectiveness

Coaching for Employee Commitment and Performance
Days of Training: 1/2 day

This workshop provides skills and techniques for analyzing employee performance and provides workable solutions for immediate application.

SEMINAR OBJECTIVES:

- Analyze causes of performance problems
- Conduct effective employee coaching sessions
- Utilize counseling methods for more serious performance problems
- Delegate work and motivate employees to achieve desired outcomes
- Practice providing constructive feedback to maximize employee accountability

Target Audience: Managers and supervisors