



Free Workshops to Enhance Work Skills

CareerSource Heartland, Wells Fargo, and South Florida State College are collaborating to offer you, our business partners, **Employee Development and Training** classes to upgrade the skill sets of your staff.

Do you want to keep your staff motivated? Employee training does that!

Classes are free, but seats are limited. **Register today!**



2020 Class Schedule

How to Become a Great Communicator

Effective communication enables businesses to get more done, work more efficiently, and keep their employees happy. Learn how great communication increases the support you'll get from employees, coworkers, and managers, and how you can project an image of self confidence, professionalism, and competency.

Creative Leadership and How to Supervise People

Effective supervisors provide the guidance and supervision that employees need to complete tasks, serve customers, and meet deadlines. Good leadership requires strategic thinking, the ability to adapt quickly to changing business goals, and exceptional interpersonal skills with a multigenerational workforce. This workshop will teach you how to take your supervisory and managerial skills to the next level by becoming a creative leader.

How to Deliver Exceptional Customer Service

Providing exceptional customer service helps your organization head off problems and rise to a new level of excellence. The customer service tactics you'll learn from this workshop will help you increase the return on your customer service dollars, make your customers feel appreciated, reduce stress among your employees, and decrease the turnover in customer service jobs. You'll master the art of listening, saying "no" and being firm — without antagonism.

Effective Techniques for Dealing with Difficult Customers

Discover how to collaborate, negotiate, and bargain with even the most difficult customers. This workshop will equip you with the skills to understand the behavior of difficult customers and respond effectively. You'll learn to appreciate the reasons that drive customer behaviors and develop an issue-focused mindset for dealing with difficult situations.

To register for TIPS Workshops or for more information, call 863-784-7034 or email corporatetraining@southflorida.edu.





CAMPUS	DATE	CRN	COURSE PREFIX#	COURSE TITLE	TIME	BLDG ROOM
	02/07/20	21380	BUZ 0211	How to Become a Great Communicator	10am-noon	118
	03/13/20	21381	BUZ 0101	Creative Leadership & How to Supervise People	10am-noon	118
SFSC DESOTO CAMPUS 2251 N.E. Turner Ave., Arcadia						

CAMPUS	DATE	CRN	COURSE PREFIX#	COURSE TITLE	TIME	BLDG ROOM
	03/27/20	21379	BUZ 0110	How to Deliver Exceptional Customer Service	10am-noon	118
	04/24/20	21378	BUZ 0210	Effective Techniques for Dealing with Difficult Customers	10am-noon	118
SFSC HARDEE CAMPUS 2968 U.S. 17 N., Bowling Green						

CAMPUS	DATE	CRN	COURSE PREFIX#	COURSE TITLE	TIME	BLDG ROOM
	05/01/20	21382	BUZ 0211	How to Become a Great Communicator	10am-noon	CSH
	05/08/20	30699	BUZ 0101	Creative Leadership & How to Supervise People	10am-noon	CSH
	05/15/20	30700	BUZ 0110	How to Deliver Exceptional Customer Service	10am-noon	CSH
	05/22/20	30701	BUZ 0210	Effective Techniques for Dealing with Difficult Customers	10am-noon	CSH
CAREERSOURCE HEARTLAND 5901 US Hwy 27 S., Sebring						

