

Support Staff Training Series: Customer Service



Instructors: Deysi Chavez-Belloso; Skye-Bleu Vickers

Date:

November 19, 2019

Location:

2085 Rustin Avenue
Riverside, CA 92507
Room 1014

Time:

8:30AM – 4:30PM
(Registration begins at 8:00AM)

This course is designed to educate Support Staff (Office Assistants, Community Service Assistants, Social Service Assistants, etc) in developing skills necessary to work in the unique environments of behavioral health and substance abuse programs. Individuals working in these job classifications at RUHS-BH are often faced with challenging work situations not seen in other environments.

Participants will identify the key components of effective customer service and learn practical communication techniques that can be applied directly to consumers and colleagues.

RUHS-BH Staff - Please register for this course via COR at <http://corlearning.rc-hr.com>

All other interested partners, please visit www.rcdmh.org/wet