



CareerSource  
CAPITAL REGION



# Now Offering **FIVE** Professional Development Workshops at Little to No Cost\*!

CareerSource Capital Region is proud to offer **customized, quality training** at little to no cost for local businesses to ensure their employees are prepared to meet the company's daily customer interaction challenges.

Topics include customer service, conflict management, etiquette, time management, and effective communication.

For more information, contact CareerSource Capital Region:

**(850) 414-6085**

**[cbes@careersourcecapitalregion.com](mailto:cbes@careersourcecapitalregion.com)**

**[www.careersourcecapitalregion.com/employers](http://www.careersourcecapitalregion.com/employers)**



## How May I Help You? Delivering Excellent Customer Service

Identifies attitudes and behaviors essential in providing excellent customer service. What is Excellent Customer Service? How about the ability of your organization to constantly and consistently exceed your customer's expectation, a simple goal yet only a few achieve it.



## Staying Focused and Engaged: Tips on Time Management

Discover the range of skills, tools and techniques used to manage time when accomplishing specific tasks, projects and goals, as well as, how to deal with the "Thief of Time," procrastination.



## Consensus Building in an Environment of Conflict

It's not a question of "if" conflict happens, but rather "when" it occurs. This workshop helps employees to identify the causes of conflict and how to handle it in a sensible, fair and efficient manner.



## Effectively Communicating in the Workplace

Communication is vital to business success. Learn different communication methods, barriers to communication, effectively communicating across generations, gender and with diverse work groups, and becoming a better communicator.



## Professionalism on the Job: Etiquette is for Everyone

Explore how employees interact and communicate with each other in dealing with a variety of situations in the office such as proper cell phone etiquette, work ethics, email do's and don'ts, office gossip, the top ten reasons people get fired and more.

**FOR MORE  
INFORMATION  
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***\*Up to two workshops per 12 month period are offered at no cost. Additional workshops will incur a fee.***

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An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by person using TTY/TTD equipment via the Florida Relay Service at 711. A proud partner of the American Job Center network.