



CAREER DEVELOPMENT CUSTOMER SERVICE

CAREER TRAINING COURSE



- START A CAREER WITH POTENTIAL FOR STRONG PAY AND OPPORTUNITIES TO ADVANCE
- GET AHEAD WITH HIGHLY ADAPTABLE CUSTOMER SERVICE SKILLS

Mi Casa's **Customer Service, Bilingual Bank Teller, and Healthcare Professions** trainings follow our comprehensive three-phase model:



Commitment to the economic advancement opportunities of our participants is our **#1** goal. We will be there to support them every step of the way until they're well established in an exciting new career.

***Intensive case management throughout the three phases is part of our success method to help participants overcome personal situations that could prevent them from keeping a job.**



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PHASE ONE: JOB TRAINING

CERTIFICATIONS EARNED

- Nationally recognized customer service certification (NRFF)
- CareerReady Colorado (CRC)
- Mi Casa Customer Service Certification

TECHNICAL SKILLS

The six-week customer service (CS) specific curriculum introduces participants to 4 areas of customer service: Retail, Healthcare, Hospitality, and Call Centers. The first two-weeks teach the skills required for a customer service position in these areas. The last four weeks of training are spent in work skills training.

RETAIL

The retail CS curriculum is based off of the National Retail Federation Foundation's (NRFF) *Crisp Retailing Smarts™ Series*. Mi Casa uses this series in order to best prepare the participants for the NRFF Customer Service Certification Exam. Through sharing experiences, participating in activities, and acting out scenarios, the participants learn about and practice implementing the following topics:

- Greeting customers and building rapport
- Asking open-ended questions
- Understanding warranties and return policies
- Describing product features and explaining how they will benefit the customer
- Sales observation and visual cues
- Going the extra mile to exceed customer expectations

HEALTHCARE

The focus of the healthcare module is on what makes CS in healthcare different from other areas. The participants learn about the following topics:

- Serving people in crisis
- The importance of having patience and empathy
- Vocabulary associated with different aspects of healthcare
- Confidentiality and HIPPA
- Taking care of one's self

HOSPITALITY

The hospitality module further teaches the participants about the importance of commitment to customer satisfaction. This includes:

- Being "always on"
- Accountability
- The importance of performing duties that may be outside of the job description
- Establishing rapport and practicing empathy with unhappy customers
- De-escalation techniques



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CALL CENTER

This module further supports many of the general CS skills previously taught and introduces:

- Actively listening
- Identifying customer needs
- Representing the company
- Trouble-shooting
- Multi-tasking
- Cold-calling scripts
- Call center specific vocabulary

Tours to businesses in all the CS areas are included in the curriculum. Companies that have been part of our community collaborations for tours and guest speaking opportunities include: GAP, IKEA, Home Advisor, Denver Health, Children's Hospital, Southwest Airlines, Dish Network, MHUW 2-1-1, Kaiser Permanente Call Center, Well Point Call Center, Total Quality Logistics, Denver Community Credit Union, Colorado State Bank and Trust, Schwab, Transfirst, Sheraton and Hyatt.

WORKSKILLS

During the Work Skills modules participants learn about workplace relationships (CRE-Winning the Workplace Challenge), financial literacy ("All My Money"- University of Illinois), receive resume and cover letter support, and interview training.

Winning the Workplace Challenge: Six 1-1.5hrs sessions that cover the importance of developing positive workplace relationships and a healthy workplace environment; as well as creating work/life balance.

Session 1: Importance of Workplace Relationships
Characteristics of a Healthy Workplace
Safety in the Workplace
Slide v. Decide: Making Choices and Setting Goals

Session 2: Interpersonal Dynamics in the Workplace
Different Identities and Personality Types
Dynamics of Power, Privilege, and Oppression
Issues of Diversity and Discrimination

Session 3: Workplace Communication
Communication Danger Signs
Communication Skills and Strategies

Session 4: Workplace Conflict Resolution
Understanding different types of conflict

Session 5: Finding Work/Life Balance
Time Management Strategies
Workplace Expectations/Workplace Culture



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Session 6: Importance of Self-Care Stress Management Strategies

Financial Literacy training is based on the University of Illinois “All My Money” curriculum. This curriculum was designed to teach money management and consumer skills to limited resource audiences.

Our financial Literacy module helps participants understand the importance of money managing, budget creation and financial goals. Mi Casa devotes nine hours of our training to address these needs. Training subjects include:

- Making Spending Choices
- Envelope Budgeting
- Tracking and Planning Expenses
- Understanding Credit & Handle Credit Problems
- Understanding Checks & Checking Accounts

We partner with Mpowered, Charles Schwab, Denver Community Credit Union, and Colorado State Bank & Trust to aid our financial literacy efforts.

Resume/Cover Letter Support - Over 12hrs of both one-on-one and group support in developing a professional resume and cover letter, tailoring your resume for different jobs, do's and don'ts of resume writing, and presenting your resume in an interview setting.

Interview Skills - Over 10hrs of interview practice to include: interview etiquette, do's and don'ts, interview phases, presenting your work experience in an interview setting, video interviews, legal vs. illegal interview questions, frequently asked interview questions, most difficult interview questions, interview hot-seat and the importance of follow-up after your interview.

PHASE TWO: JOB SEARCH SUPPORT

- Career planning and personal branding
- Interview preparation
- Resume and cover letter writing, references
- Job search assistance and on-site interviews
- Career Workshops

PHASE THREE: JOB SUPPORT

- Employment support for 1 yr
- Ongoing communication with both participant and employer
- Bridging communication gaps
- Training support