



Customer Service Specialists are made, not born. Specific skills, knowledge and tools are required to successfully meet the day-to-day challenges of,

Managing and motivating staff;
Effectively communicating with customers; and,
Ensuring that work progresses in a timely manner within budget.

To prepare supervisors to meet these challenges, MESO is offering,

The Customer Service Specialist Training Series for Supervisors

Series meets six times during the period
October 4 through December 13, 2007

MESO Training Center
308 N.E. 27th Street, Oklahoma City, Oklahoma

This thirty-six hour, six day intensive training series focuses specifically on developing supervisor skills in working with internal (workers, peers, supervisors) and external (citizens) customers.

Each one-day session concentrates on a specific aspect of a supervisor's responsibilities. During the session, participants will learn how to maximize the talents and resources they and their workers possess. Interactive class exercises reinforce the lessons and provide real-life, practical examples of solutions which work well for any supervisor.

Focused Training for Focused Results

The Customer Service Specialist

October 4 – December 13, 2007

- October 4 **Personality and Performance - Myers-Briggs Type Indicator®**
Identify your strengths and learn how to work effectively with others through their strengths. Understanding how different people take in and value information enables the supervisor to effectively prepare his or her communication.
- October 18 **Professional Preparedness**
Learn how to wear all of the hats required of a supervisor, and how to balance wearing them all at once. Personal time management and 'looking forward' is essential for success.
- November 1 **Media Relations & Public Speaking**
Learn how to talk with the press without putting your foot in your mouth. When to talk and when not to. Speaking comfortably before a group of people, either small or large, enables the supervisor to effectively use his or her time and ensure that everyone hears the same message.
- November 15 **Project Organization, Scheduling and Management**
Manage your time and resources effectively by beginning early and working one step at a time. With the proper planning, and a look to the future, projects can be planned effectively and completed on time.
- November 29 **Customer Service Success**
Understand what your customers want and how to serve them within the parameters of your job. Learn how to listen effectively; how to work with an angry customer; and various tools and processes, which can be utilized to communicate your message with all your customers.
- December 13 **Coaching & Team Building**
Your workers are your team. Learn when $2 + 2 = 5$. Develop your 'players' and put them on the field, energized, eager, and ready to serve.

Course Completion Credits

Electric Supervisor Development Program - 40 hours of credit towards program completion
Continuing Education Units - 4 hours

Session Facts: **MESO Training Center**, 308 N. E. 27th Street, Oklahoma City, Oklahoma
Registration begins at 8:30 a.m. each day; sessions at 9:00 a.m.
Lunch is on your own.

COST \$ 475.00 when you register for all six days
 \$ 90.00 per day when registering for fewer than six days

QUESTIONS

For more information contact Tom Rider or Beverly Bow, in Oklahoma City at (405) 528-7564, or toll-free at 1-800-636-6376.

Customer Service Specialist

Training Series for Supervisors

Registration Form

(Duplicate as Necessary)

Please register the following:

Company or City: _____

Name: _____ Title: _____

Please register me for all of the sessions at a total cost of \$475.00 _____

Please register me for the classes indicated at a cost of \$90.00 per class _____

- _____ October 4, 2007 Personality & Performance — Myers-Briggs Type Indicator
- _____ October 18, 2007 Professional Preparedness
- _____ November 1, 2007 Media Relations & Public Speaking
- _____ November 15, 2007 Project Organization, Scheduling and Management
- _____ November 29, 2007 Customer Service Success
- _____ December 13, 2007 Coaching & Team Building

Payment Enclosed _____ Purchase Order # _____ Bill me _____

Send Billing to: Name _____

Title _____

Mailing Address _____

City/State/Zip+4 _____

Phone _____ Fax _____ E-mail _____

Mail Registration to MESO
 308 N.E. 27th Street
 Oklahoma City, OK 73105-2717

**FAX REGISTRATION
(405) 524-5095**

The Customer Service Specialist

Training Series for Supervisors

October 4 through December 13, 2007

MESO Training Center
308 N. E. 27th Street, Oklahoma City, Oklahoma

REFUND/CANCELLATION POLICY

MESO incurs direct and indirect expenses in planning and presenting workshops and other events for its members. Unless otherwise stated on the registration form, registration fees will be returned or credited in full, if notice of cancellation is made at least two (2) working days prior to the date of the workshop or other event. Notice of cancellation should be made to MESO by phone (800) 636-6376 or fax (405) 524-5095. Fifty percent of the registration fee will be waived if a cancellation notice is received less than two working days prior to the workshop or event. No refund will be made for cancellations received the day of or after the event. You may avoid the cancellation penalty by transferring your registration to another person. The full or partial waiver of registration fees charged in accordance with this policy will be considered on a case-by-case basis. In granting the waiver, MESO will consider any non-recoverable costs associated with the registration and reason for not attending. In general, waivers will be granted if the reason was related to: a sudden illness, accident or injury; a work-related emergency, such as a significant service outage or damages to facilities requiring the active participation of the registrant; the death of a family member, close friend, or coworker, or a significant weather-related emergency that prohibits safe travel to the site of the event.



308 N. E. 27rd Street
Oklahoma City OK 73105-2717