Delivering Quality Service

Are you confident your rookies know:
- Quality customer service?
- Impeccable work habits?
- Errors & Omissions prevention procedures?

How It Works: In this 6 week “virtual classroom,” your employees logon to the course each week. There’s no travel, no interruption to daily agency activity and, most importantly, no time out of the office. Your new hire can connect with other rookies, bounce questions off the facilitator, and learn about critical service and communication skills in manageable pieces in the comfort of their home or office!

Students Will Learn How To:
- develop relationships through active listening
- take ownership of the customer’s problem
- speak positively in negative situations
- help confused or irate customers
- clarify expectations and confirm work plans
- minimize E&O risk through proper documentation and consistently following standard procedures in the agency
- explore the workflows within the agency’s system to create a “big picture” understanding of the tasks assigned.

2020 Course Schedule

<table>
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<tr>
<th>Orientation</th>
<th>Week Of Course Dates</th>
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<tr>
<td>February 17</td>
<td>2/17 – 3/27</td>
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<td>May 18</td>
<td>5/18 – 6/26</td>
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<td>August 17</td>
<td>8/17 – 9/25</td>
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Orientation: This 30 minute, self-managed process will familiarize you with the online campus. Staff are available to assure you are ready to go on the following Monday.

Time to complete the course: 3 hrs weekly max.

Time on-line: Less than 1 hr weekly.
Work can be completed off-line, then pasted in online.

...I wish I had taken this when I started at our agency instead of one year later, I would have handled some issues and problems differently.

Attention Supervisors: Progress reports are posted weekly. Ask student for ID code. State CE not applicable.

$275 PIAW member, $330 non member

Registration

Name_________________________________________
Agency_____________________________________
Street Address________________________________
City/State/Zip_________________________________
Phone________________________________________
Email_________________________________________

Session Start Date: ___________________________
Total $ __________________
☐ My check is enclosed.
Charge To: ☐ MC ☐ VISA ☐ AMEX ☐ DIS
Card #: ______________________________________
Name on Card______________________Exp Date_________

Confirmation & login instructions will be emailed or faxed to the student. Course text shipped via UPS during orientation week.

Mail, email or fax your completed registration form to:
PIA of Wisconsin, Inc.
6401 Odana Rd.
Madison, WI 53719
Fax 608-274-8195
bsteinbach@piaw.org

www.piaw.org

Cancellations prior to orientation, 100% refund. Cancellations between orientation and 1st week of class, 70% refund. No refund after 1st week of class. Refund is contingent on books returned new and unused.