

University of Hawai`i at Mānoa School of Travel Industry Management

Preliminary Objectives and Outlines for Training

Hawai'i Aging and Disability Resource Center

Customer Service Skills, Communications Skills, and Interviewing Skills Training

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ADRC Interpersonal, Intercultural, Communication, Sequence of Service and Interviewing Training
Objectives Proposed training date: Mid to Late October 2007

Training	Instructional hours	Training Objectives
Customer Services Skills Training	6	Understand why customer service is important to the desired outcomes of ADRC
Instructor: Pat Kramm		Define what is good customer service
		Identify the skill set needed for good customer service
		Staff defines ADRC customer service standards; what core values we want to have, who we are, what we do, what outcomes we want to achieve in the services we provide
		Practice good customer service skills

Communication Skills Training

Instructor: Rachel Soma

6 Effective interpersonal skills

Understanding cultural perception and values (stereotyping, prejudices)

- How to listen across cultures
- Relationship Development

Nonverbal communication

Sequence of Service Standard Skills Training

Instructor: Pat Kramm

8 Design a customer sequence of service standard for ADRC with the end result in mind

Understand first person contact dos & don'ts

Develop excellent greeting skills

Learn to answer the telephone correctly, provide service information and saying goodbye

Learn to provide helpful information by listening to the customer's needs

Follow up and follow through, logging your service actions

Contacting the vendor and executing services
Reconfirming the services

Practice sequence of services

Interviewing Skills Training

Instructor: Chuck Wilson

6 Learn the importance of understanding two populations (Elderly & Disabled)

Develop how to skills in questioning and assessing your client and family

Learn how to communicate effectively with the Elderly & Disabled

Learn the current resources available on the Island