



# FAST FACTS

Helping County Governments Build a Culture of Customer Service Excellence

## New Programs for 2017!

**NEW! Customer Service Skills for All Public Sector Agencies:** We have always come to you to teach our flagship basics Customer Service Skills class. Now -- for larger organizations -- CSA, Inc. certifies your trainers to teach our Customer Service Skills for All Staff Workshop and offers per-seat licensing of proprietary workshop materials. A complete set of training materials is included in the purchase.

**NEW! Supervisor's Academy:** Bridge the training gap for new supervisors with our Off-The-Shelf Supervisor's Academy. Ensure that your first-line supervisors are focused on the leadership, communications, conflict management, coaching, teamwork, and problem-solving skills they need. The Supervisor's Academy is a week-long curriculum, consisting of facilitators' guides, associated PowerPoints, student hand-outs and course assessments, and we provide a half-day orientation for your in-house trainers to go through the materials, how they're organ-

ized and how to best use them. Product is purchased and licensed on a per-seat basis depending on the number of staff to be trained.

**NEW! Multi-Media Workbook – Self Guided Study for “The Science of Service:”**

Provides agencies a cost-effective and “sticky” way to imbed customer service principles in very employee’s mindset. Sold with *The Science of Service: Six Essential Elements for Creating a Culture of Service in the Public Sector*.

**NEW! eLearning Option: Customer Service Skills for All Public Sector Agencies:**

Wanna play a game and learn important customer service skills at the same time? Make learning fun and easy with our new online game-based eLearning module. Perfect to use as a refresher or quick reminder if staff members haven't had customer service training in a few years. Course is approximately one hour in length.

As a leading provider of customer service excellence programs developed exclusively for public sector organizations, **Customer Service Advantage, Inc.** works closely with County Government Agencies of all sizes to improve service delivery to both internal and external customers using innovative, proven strategies designed to make customer service in government the very best it can be. To learn more, please visit [www.theCSAedge.com](http://www.theCSAedge.com).

For more information on what CSA, Inc. can do for your agency, please contact Tim Pagano, Account Manager, at 760-803-0302 or email [tpagano@theCSAedge.com](mailto:tpagano@theCSAedge.com).