

**CUSTOMER SERVICE**  
**Employee Development Services**  
**Experiential Solutions T.E.A.M., Inc**  
**For All Your Training Needs**

<b>All Employees</b>	<b>Topic: Quality Customer Service</b>
Start date: TBD      End date: TBD	
<b>General Purpose:</b>	Explores what qualities and characteristics are important for good customer service
<b>Duration:</b>	8 Hours
<b>Estimated Cost:</b>	Given after needs assessment
<b>All Employees</b>	<b>Topic: Staying Positive in A Tough Work Environment</b>
Start date: TBD      End date: TBD	
<b>General Purpose:</b>	Explores the areas we may encounter in a tough or negative work environment and how our own behavior may contribute.
<b>Duration:</b>	4 Hours
<b>Estimated Cost:</b>	Given after needs assessment

**CULTURAL SENSITIVITY/DEXERITY**  
**Employee Development Services**  
**Experiential Solutions T.E.A.M., Inc**  
**For All Your Training Needs**

<b>All Employees</b>	<b>Topic: Managing Diversity</b>
Start date: TBD      End date: TBD	
<b>General Purpose:</b>	Explores how employees can respect differences and maintain a diverse workplace and how diversity can be successfully managed
<b>Duration:</b>	4 Hours
<b>Estimated Cost:</b>	Given after needs assessment
<b>All Employees</b>	<b>Topic: Cultural Sensitivity</b>
Start date: TBD      End date: TBD	
<b>General Purpose:</b>	Explores how being aware of cultural sensitivity issues can create a safer and more positive work environment.
<b>Duration:</b>	8 Hours
<b>Estimated Cost:</b>	Given after needs assessment
<b>All Employees</b>	<b>Topic: Diversity In Action</b>
Start date: TBD      End date: TBD	
<b>General Purpose:</b>	Explores building blocks to a respectful workplace.
<b>Duration:</b>	4 Hours
<b>Estimated Cost:</b>	Given after needs assessment