

The purpose of the consortium is to foster collaboration among USG institutions in regards to professional development to facilitate benchmarking, share development resources and implement best practices.

Regional training centers and regional partnerships have been established throughout the USG.



Regional Training Center

Valdosta State University

Registration Assistance:
training@valdosta.edu

Customized Training:
Becky Murphy- 229-259-5106

Regional Partners

Abraham Baldwin Agricultural College

Albany State University

Bainbridge College

Columbus State University

Darton College

Georgia Southwestern State University

South Georgia State College

**FREE class offered through the
University System of Georgia
Professional Development Consortium.**

Customer Service: Management Issues & Strategies

**Thursday, March 06, 2014 09:30 AM - 12:00 PM
Valdosta State University— University Center Rose Room**

A university's ability to build customer/student loyalty and retention significantly impacts its operational goals and objectives. With today's service environment being more complicated than ever, these challenges increasingly fall on the shoulders of managers, who need to capitalize on the strong link between employee and customer/student loyalty and enable their team to deliver service excellence.

Instructor: Tim Yorkey

Tim is a Training Specialist with the Employee and Organizational Development Department, a unit of Human Resources and Employee Development at VSU. As a Training Specialist, he specializes in Law Enforcement training and provides various topics of instruction to area Law Enforcement officers. He also instructs at the institutional level on a variety of topics which include First Aid/CPR, Defensive Driving, new staff employee orientation, customer service, management and leadership skills, communication skills, time management, and conflict management skills.

Register

Online-www.valdosta.edu/training,
Select Training Course Registration button
Select visitor login

OR

Call- VSU Employee Development
229-259-5105

