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## Early Spring 2010 Associated Industries training opportunities!

### **FOUR PART SERIES: Customer Service for Everyone**

**Tues., Feb. 16, Feb. 23, Mar. 2, Mar. 9 8:30-noon**

**Session one:** An Attitude of Excellence: Outstanding customer service begins with attitude. You'll learn six principles that must become part of your customer culture and how to apply these principles to your organization.

**Session two:** You will learn the power of listening and communicating, including five steps involved in active listening, the power of non-verbal behavior, how to identify customer needs and how to act as a translator between customer and company.

**Session three:** You will master phone and email customer service, learn how to clarify problems over the phone and discover why "nonverbal communication" over the phone is critical. You'll also learn how to be more effective when leaving phone and email communications.

**Session four:** Offers sound business reasons to become adept in handling angry customers, how to do so effectively with the least amount of stress on yourself, your organization and your customers.

**Presenter: Ed Coker, President Critical Data Systems**

**Cost: Members: \$340/Non-Members \$520**

### **New Class! WORKSource Program for WA Employers**

**Wed., Mar. 3 & repeated Thur., Mar. 25 7:30 - 9**

Wondering how you can afford staff training? Meet your representatives from WORKSource Spokane and bring back valuable information for your business on two important aspects of our new WORKSource programs for state employers:

**Stimulus Dollars and Employer Training Subsidies:** Learn about funding available to businesses for new employee training and internship programs, followed by a Q & A.

**Presenters:** Mollie Patshkowski, Business Solutions Manager, and Frank Polito, Employment and Training Counselor, WA State Employment Security Dept.

**Unemployment taxes:** Containing costs, unemployment tax reporting and insurance benefits.

**Presenters:** Stan Marsh, Adjudication Supervisor for Unemployment Insurance Division and Joan Frieje, Intake Supervisor for Unemployment Insurance Division, WA State Employment Security Dept. WORKSource Spokane is a career development center and partnership of organizations providing employment and training services.

**Cost: Members: \$20/Non-Members: \$30**

### **Affirmative Action Compliance Workshop**

### **TWO LOCATIONS TO SERVE YOU!**

**TRI-CITIES:** Tues., Feb 23, 2010 8:30 – noon Location: Bechtel Board Rm, Tri-Cities Business Center, 7130 W. Grandridge Blvd., Kennewick, WA 99336 Cost: A.I./TRIDEC Members: \$85 Non-Members: \$130

**SPOKANE:** Wed., Feb. 24 8:30-noon Location: Associated Industries, 1206 N. Lincoln, Spokane  
Cost: A.I. Members: \$85/Non-Members \$130

Do you benefit from government contracts? Are you covered by the Affirmative Action regulations? What can you expect from OFCCP auditors? Corporate Affirmative Action risks are changing – especially for employers with 50 or more employees. This valuable Affirmative Action Plan Workshop will give you the information you need, including:

- Seven types of affirmative action
- How to identify AAP rules that apply to your business
- Regulations and emerging enforcement issues EEO-1 Reporting, EO Survey, new VETS-100 Reports, essentials of AAPs and how to respond to enforcement audits.

**Presenter: Bill Sweigert, SPHR**

**FOR MORE INFO ON EITHER SESSION: 800.720.4291 or [bsweigert@aiin.com](mailto:bsweigert@aiin.com)**

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