

Customer Service Training



NEW! Improved Employee Coaching (for Supervisors/Managers)

Discover the transformative power of coaching, watch your team members soar to new heights and become a leader who unlocks the potential within every employee. This highly-interactive course explores effective coaching techniques that build rapport and increase engagement, productivity and talent retention. Learn to guide, not dictate, as you utilize proven strategies to involve employees in the coaching process, establish goals, generate buy-in, provide constructive feedback, and foster a supportive environment for employee development. Invest in this powerful skill and become a catalyst for success, both for your employees and your organization.

Target Audience: Supervisors/Managers

Online Registration Keyword: Employee

NEW! Customer Service Training for Front-Line Employees

Drive business success by diving into the “what,” “why” and “how” of exceptional customer service. This course provides essential principles of a customer-centric approach, engaging case studies, hands-on activities, realistic role-play scenarios, and tools and strategies necessary to deliver stellar customer service. You will transform your customer interactions into positive experiences that build lasting loyalty and make exceptional service the beating heart of your organization.

Target Audience: Front-Line Employees

Online Registration Keyword: Customer

NEW! Customer Service Training for Supervisors

Empower your front line to deliver excellent customer service. This immersive course utilizes trainer inputs, interactive activities and role-play scenarios to help you build a thriving customer-focused culture. Discover proven strategies for building a service-driven environment where every interaction shines. Equip yourself with the tools and techniques to lead the transformation, inspire your team to embrace exceptional customer service as the norm and watch your customer satisfaction soar.

Target Audience: Front-Line Supervisors

Online Registration Keyword: Customer

See Registration Form for Dates, Times, Locations, and Tuition Costs

Trainer Qualifications: *Paul Rieken, owner of Normative Point, LLC, is an experienced trainer who will facilitate the training classes. He has led thousands of hours of professional development initiatives throughout his career and has extensive experience facilitating organizational, team, leader, and individual development initiatives. Paul has a Bachelor's degree in Human and Social Services Administration and a master's degree in Organizational Performance.*

Locations

Auburn Auburn City Hall / Chamber of Commerce, 1101 J St.
Falls City Learning Center at Falls City, 3200 Bill Schock Blvd., Room 109
Nebraska City Learning Center at Nebraska City, 1406 Central Ave., Room 104



For more information, contact **Cindy Meyer** at 402-323-3636 or cmeyer@southeast.edu

Register today at southeast.edu/continuing



Registration Form - Non-Credit Course

Complete this form with payment information and send via FAX or mail to: **Southeast Community College, Continuing Education, 301 S. 68th St. Place, Lincoln, NE 68510**
FAX: 402-437-2703

The College requests, but does not require, a student provide their Social Security number during the admissions process. Visit southeast.edu/collegecatalog for additional information.

Today's Date

____/____/____

* Required **PLEASE PRINT**

Social Security Number OR SCC Student ID Number		Name: * Last		* First	Middle Initial	* Email Address	
* Residence Mailing Address			* City	* State	* Zip	County #	* Cell <input type="checkbox"/> Home Phone <input type="checkbox"/>
* Birth Date	Identify as: <input type="checkbox"/> Male <input type="checkbox"/> Female	Ethnicity (select one): <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Not Hispanic or Latino	Race (select one or more): <input type="checkbox"/> White <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> American Indian or Alaska Native		<input type="checkbox"/> Asian <input type="checkbox"/> Black or African American	<input type="checkbox"/> NE Resident <input type="checkbox"/> Non-Resident	Business Phone

2024

Customer Service Training for Front-Line Employees

Please check

Nebraska City

- July 11 • 9 a.m.-Noon (\$149, BSAD-3401-NCUA)
- Oct. 3 • 1-4 p.m. (\$149, BSAD-3401-NCFC)

Nebraska City Chamber Member Discount

- July 11 • 9 a.m.-Noon (\$111.75, BSAD-3401-NCUB)
- Oct. 3 • 1-4 p.m. (\$111.75, BSAD-3401-NCFD)

Falls City

- Aug. 1 • 9 a.m.-Noon (\$149, BSAD-3401-FCUA)
- Nov. 7 • 1-4 p.m. (\$149, BSAD-3401-FCFA)

Falls City Chamber Member Discount

- Aug. 1 • 9 a.m.-Noon (\$111.75, BSAD-3401-FCUB)
- Nov. 7 • 1-4 p.m. (\$111.75, BSAD-3401-FCFB)

Auburn

- Sept. 5 • 9 a.m.-Noon (\$149, BSAD-3401-NCFA)
- Dec. 5 • 1-4 p.m. (\$149, BSAD-3401-NCFE)

Auburn Chamber Member Discount

- Sept. 5 • 9 a.m.-Noon (\$111.75, BSAD-3401-NCFB)
- Dec. 5 • 1-4 p.m. (\$111.75, BSAD-3401-NCFF)

Customer Service Training for Supervisors

Nebraska City

- July 18 • 9 a.m.-Noon (\$149, BSAD-3400-NCUA)
- Oct. 10 • 1-4 p.m. (\$149, BSAD-3400-NCFC)

Nebraska City Chamber Member Discount

- July 18 • 9 a.m.-Noon (\$111.75, BSAD-3400-NCUB)
- Oct. 10 • 1-4 p.m. (\$111.75, BSAD-3400-NCFD)

Falls City

- Aug. 8 • 9 a.m.-Noon (\$149, BSAD-3400-FCUA)
- Nov. 14 • 1-4 p.m. (\$149, BSAD-3400-FCFA)

Falls City Chamber Member Discount

- Aug. 8 • 9 a.m.-Noon (\$111.75, BSAD-3400-FCUB)
- Nov. 14 • 1-4 p.m. (\$111.75, BSAD-3400-FCFB)

Auburn

- Sept. 12 • 9 a.m.-Noon (\$149, BSAD-3400-NCFA)
- Dec. 12 • 1-4 p.m. (\$149, BSAD-3400-NCFE)

Auburn Chamber Member Discount

- Sept. 12 • 9 a.m.-Noon (\$111.75, BSAD-3400-NCFB)
- Dec. 12 • 1-4 p.m. (\$111.75, BSAD-3400-NCFF)

Improved Employee Coaching (for Supervisors/Managers)

Nebraska City

- Sept. 26 • 9 a.m.-4 p.m. (\$229, BSAD-3402-NCFA)

Nebraska City Chamber Member Discount

- Sept. 26 • 9 a.m.-4 p.m. (\$171.75, BSAD-3402-NCFB)

Falls City

- Oct. 24 • 9 a.m.-4 p.m. (\$229, BSAD-3402-FCFA)

Falls City Chamber Member Discount

- Oct. 24 • 9 a.m.-4 p.m. (\$171.75, BSAD-3402-FCFB)

Auburn

- Nov. 5 • 9 a.m.-4 p.m. (\$229, BSAD-3402-NCFA)

Auburn Chamber Member Discount

- Nov. 5 • 9 a.m.-4 p.m. (\$171.75, BSAD-3402-NCFB)

SIGNATURE

- Check Mastercard AMEX Discover VISA V Code _____
 (Checks may be converted into an electronic fund transfer, resulting in funds being held or removed immediately.)

Name as it appears on card: _____ Exp.Date _____

CC # _____

For the protection of your personal credit card information, do not email this form to SCC. If faxing, only use the fax number listed or verify with SCC before using another SCC fax number.

Would you like a receipt mailed to you?
 Yes No

SCC Staff Tuition Waiver	()
TOTAL DUE	

FOR OFFICE USE ONLY
ID# _____
DE _____

Submission of this form indicates that I understand: 1) that my registration is complete and that I am accountable for the tuition and fees and subject to a grade in the courses listed; 2) that should I officially drop, cancel, or withdraw, any refund in tuition will be determined by the date I submit my request to Continuing Education; 3) that failure to attend a course does not constitute an official drop/withdrawal; 4) the personal information contained herein is correct as shown; and 5) any changes in SSN, legal name, address, residency, etc. must follow the College procedures in the Student Handbook and College Catalog. SCC is an Equal-Opportunity co-educational college and does not discriminate based on race, color, religion, sex*, age, marital status, national origin, ethnicity, veteran status, sexual orientation, disability, or other factors prohibited by law or College policy. southeast.edu/diversity * The U.S. Department of Education's Office for Civil Rights enforces Title IX's prohibition on discrimination on the basis of sex to also include discrimination based on gender identity.

Cancellation/Refund Policy: You must call the Continuing Education office at 402-437-2700 the day before the class begins to receive a 100% refund. If you call the day of the class or after it has started, no refund will be issued. If a class is cancelled or student drops (according to the refund policy), refunds will be issued to the student, unless a third party has been formally billed by SCC Business Office. **ADA Reasonable Accommodations:** SCC provides services and reasonable accommodations to allow persons with disabilities to participate in educational programs and other College activities. For information on requesting ADA reasonable accommodations, contact the SCC Area Access/Equity/Diversity Office.

REGISTER ONLINE

You must have an email account to register online.

1. Go to southeast.edu/continuing
2. **Search for your class** by entering a **key word** in the title or the **course number**. Click **Submit**. (Enter information in only one field for broader results.)
 Key Word Example: *Driver*
 Course Number Example: *TRAN-3398*
3. **Select the course** for which you wish to register. Click **Submit**.
4. Enter your **personal information, certify your identification** and click **Submit**.
 * You must provide your Social Security Number.
5. **Optional:** Enter your **Additional Registration Information** and click **Submit**.

6. If you want to register for additional classes, select **Search for more classes** under "Choose one of the following." If you are finished selecting the class(es) for which you want to register, select **Register now (check out)**. Select your **Payment Type**. Click **Submit**.
7. Enter your **payment information**. Click **Submit**.

You will see your **class acknowledgement** with information about your **SCC Student ID Number, SCC User ID** and **password**. **Print** this page for your records.

In the future it will be easy to register by logging in using your SCC User ID and password and it will not be necessary to provide your Social Security number again.

If you have problems getting registered, please call 402-437-2700 for assistance.

* The College requires a student's Social Security number as a condition for enrollment online. A student's Social Security number information constitutes an "educational record" under FERPA.