

**PROFESSIONAL DEVELOPMENT**

**Customer Service Learning Pathway FY23**



Whether engaging with internal or external MC customers, excellent and effective service is expected. Providing service that brings value to the college and increases satisfaction in our jobs requires kindness, patience to work with complex demands, accurate information, and valuable communication skills. This pathway strengthens the ability to provide tactful service in a multi-lingual and diverse environment and helps you understand the services offered in other departments.

**Learning Pathway classes required to earn a certificate:**

**Prevention:**

- Effective Writing and Phone Skills at MC
- Extraordinary Customer Service
- **Mindset for Wellness<sup>1</sup>**

**External Relations:**

- **Sales – Managing Relationships and Tasks<sup>2</sup>**
- Coaching for Great Customer Service
- Working with Difficult People<sup>3</sup>
- Effective Communications Across Cultures

**MC Internal Customer Service Providers:**

- Community Engagement
- Raptor Central
- **Workforce Development & Continuing Education**

**Multilingual Environment:**

- Bridging Multiple Languages, Accents, and Tones
- Building Your Basic Spanish Skills
- Practicing Customer Service in Spanish

<sup>1</sup> Also in Equity and Inclusion LP    <sup>2</sup> Also in Management LP    <sup>3</sup> Also in Communication and Conflict LP    <sup>4</sup> Also in Effective Committees LP

The pathway classes are available to all employees through MC Learns as individual classes as well. If you are interested in achieving the certificate, the table below will help you plan your schedule. Not all classes are offered every year; it is at minimum a two-year plan.

**Classes Scheduled for FY23:**

Class name	Class Length	Class Date(s)
Mindset for Wellness – group coaching	½ day	October 19 and 20
Working with Difficult People	½ day	November 15
WDCE Experience	½ day	January 5
Mindset for Wellness – group coaching	½ day	February 9, 10
Sales – Managing Relationships and Tasks	½ day	March 14
Effective Communications Across Cultures	½ day	May 4
<b>All classes are in MC Learns--&gt;Schedule of Classes and Events-&gt;Communications &amp; Interpersonal Relations Classes not listed will be offered in FY22</b>		

\*A learning pathway is a series of identified classes that provides you with an in-depth exploration of a specific topic. When completed, a certificate of learning is awarded, as documentation of your commitment to pursue the study and practice of a specialized area of professional development over multiple years that provide you time to reflect upon the concepts and integrate the skills into your work and personal lives.

