

Customer Redirection

Course Description:	A hands-on class that prepares the participants to apply techniques of redirection when having to say “no” to a customer referral. Participants will learn a process to redirect customers, review possible responses, compare job orders to customer skills and practice redirection skills.
Duration:	4 hours
Audience:	WorkSource employees and partner staff.
Objectives:	Upon completion of the course participants will be able to: <ul style="list-style-type: none">• Identify situations that require the interviewer to say “no” and apply skills in redirecting the interview session.• Describe and demonstrate assertive behavior in controlling the interview.• Apply the principles of analysis in comparing a job order to customer skills.
Authorization:	Administrators and supervisors manage employee registration, travel arrangements, and work schedules.
Prerequisites:	Experience with customers
Refreshments/Meals:	On your own
Special Needs:	Notify us at ESD GP ECDD Training Academy if you need an accommodation.
Registration:	E-Train
Class Size:	20 participants
Schedule:	ECDD Training Calendar Additional classes may be scheduled upon request.