

# Improving the Quality of Labor

## Customer Service Training Resources

### Customer Service Workshops/Seminars

#### **The Kansas State University Programs for Workplace Solutions**

The Programs for Workplace Solutions offers numerous training options, such as face to face workshops and online training, to help businesses improve their workforce. Training topics include “conflict resolution”, “effective customer service”, and “working with difficult people” among many others. For more information, call (785) 532-2036 or visit their web site: [www.humec.k-state.edu/fshs/pfws/trainingtopics.html](http://www.humec.k-state.edu/fshs/pfws/trainingtopics.html).

#### **The Wichita State University Center for Management Development**

The Center for Management Development offers numerous business development seminars. Their next customer service focused seminar, “Enhancing Your Customer and Quality Service Skills” is offered on November 10, 2009. See their website for further details: <http://www.cmd.wichita.edu/s-11-seminars.aspx> or call 1-800-992-6345.

#### **Fort Hays State University Kansas Small Business Development Center**

The Kansas Small Business Development Center offers customer service training directed to owners/managers. In addition, they also provide one-on-one customer service assistance. For more information, please contact Ronald Newman. Phone: (785) 628-5618 or e-mail: [rlnewman@fhsu.edu](mailto:rlnewman@fhsu.edu).

#### **Webucator**

Webucator offers online business and technical training classes led by an instructor. For more information about customer service training classes, visit: <http://www.webucator.com/Business-Skills-Training/Customer-Service-Training-Classes.cfm>.

### Customer Service Videos, Books and Manuals

To check out these materials, contact Dave Procter: (785) 532-6868

#### **Video: *Open for Business and Ready***

*Open for Business and Ready* is a training video that helps businesses solve customer service problems.

#### **Books and Manuals:**

Harris, E. K. (2007). *Customer service: a practical approach*. Upper Saddle River, N.J: Pearson Prentice Hall

Goodman, J. A. (2009). Strategic customer service: managing the customer experience to increase positive word of mouth, build loyalty, and maximize profits. New York: AMACOM.

Levesque, P. (2006). Customer service from the inside out made easy. Irvine, CA: Entrepreneur Press.

McLean-Conner, P. (2006). Customer service: utility style: Proven strategies for improving customer service and reducing customer care costs. Tulsa, Ok: PennWell Corp.

## **Finding Quality Sources of Labor**

### **Hiring Senior Workers**

#### **American Association of Retired Persons**

An article on the AARP's website refutes common myths about hiring senior workers, and explains how this age-group is a particularly effective workforce. Access the article at: [http://www.aarp.org/money/work/articles/myths\\_about\\_older\\_workers.html](http://www.aarp.org/money/work/articles/myths_about_older_workers.html).

#### **U.S Department of Labor Study**

Dr. Barbara McIntosh published a study in 2001 that explains how employers can recruit and retain senior citizen workers. The article is available at: [http://www.doleta.gov/Seniors/other\\_docs/EmplGuide.pdf](http://www.doleta.gov/Seniors/other_docs/EmplGuide.pdf).

### **Hiring and Retaining Employees from Multiple Generations**

Grocery store owners often have workers ranging from Baby Boomers to Millennials. *The Boston Globe* published an article that allows employers to discover what each generation values, and how to work effectively with teens, seniors, and everyone in between. To read the article, please visit: [http://www.boston.com/jobs/news/articles/2008/03/12/how\\_to\\_recruit\\_and\\_retain\\_employees\\_from\\_different\\_generations/?page=2](http://www.boston.com/jobs/news/articles/2008/03/12/how_to_recruit_and_retain_employees_from_different_generations/?page=2).