



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.

Online Registration Keyword: Customer

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

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

