

SOFT SKILLS					
Module	Units	Sub-Unit	Video/Multimedia	Training Materials	Learning/Reinforcing Activity
Welcome to Supervisory Training	Housekeeping and classroom rules Introductions	Attendance, expectations, parking lot		Power Point	
Superior Customer Service Skills- 3:40 hrs	Exceptional Customer Service Workshop	Excellence in Customer Service The Service Mentality	Video: The Service Mentality Time: 23 mins	Power Point, Soft Skills Manual, Handout	Activity: What makes an agent a Star? Time: 10 mins
	Star Level Communication Skills	Effective Communication Listening Skills	Videos: Listening Skills - Time: 13:30 Tone of Voice https://www.youtube.com/watch?v=5hvVJQqk_4o 9minutes How to Change Your Tone of Voice https://www.youtube.com/watch?v=pH287zxVXE0 9minutes	Power Point, Soft Skills Manual	Activity: Let's Communicate Time: 30 mins Activity: Listening Habits EQ#11 Time: 30 mins
Creating Positivity - 3.5 hrs	Positive Mental Attitude		Videos: How to reprogram your mind for positive thinking https://www.youtube.com/watch?v=wmx_35rQIRg Time: 15 mins	Power Point, Soft Skills Manual	Activity: Spirit Killers that Stunt Your Growth EQ#46 Time: 50 mins
	Communicating Facts in a Positive Way				Activity: Coming Through EQ#9 Time: 1:15
	Five Forbidden Phrases		Top 10 Ways to Improve Your Attitude and Improve Your Life https://youtu.be/KlZL2ocQI5I Time: 3:13 mins		
Customer Service/Recovery - 1 hr	Six Cardinal Rules of Customer Service		Video: Six Cardinal Rules of Customer Service Time: 18 mins		Video, Power Point presentation, discussion, modeling of behavior Activity: Action/Reaction EQ#23 Time: 40 mins
	Six Steps to Service Recovery		Video: Six Steps to Service Recovery Time: 18 mins		
Managing Conflict - 2.5 hours	Managing Stress Workplace Conflict Conflict Resolution		Video: Managing Conflict with Skill and Confidence Time: 1:15 Video: Mental Health: Managing Stress Time: 3:45 minutes Video: Avoiding Workplace Conflict Time: 3 mins	Power Point, Soft Skills Manual	
Professionalism in dealing with irate customers - 3.5 hrs	Dealing with an Irate Customer	De-escalating a call Using the right language Avoiding these negative statements Key Points to Remember	Video: How to Handle the Irate Customer Time: 11 min	Power Point, Soft Skills Manual	Activity: Role Play Irate Customer Call Time: 45 mins
	Professionalism without Excuses	Taking ownership			
Customer Interaction Quality - 1 hour	Email Monitoring Standards	Email Templates (English/Spanish) Review each call monitoring section Scoring scale		Power Point Handouts: Email Monitoring Standards Call Support Best in Class Guidelines	Role Play
	Call Support Best in Class Guidelines	Expected Behaviors Behaviors to Avoid			
Coaching for Success -2.5 hours	Setting Performance Goals Assessing Performance Coaching for Improvement Coaching for Growth		Video: Managing Employee Performance Time: 25 min	Power Point, Role Play Scenarios, Soft Skills Manual	Managing Employee Performance Workbook- handout (activity could take 20 mins) Activity: Action/Reaction EQ#23 Time: 40 mins

TECHNICAL SKILLS					
Module	Units	Sub-Unit	Video/Multimedia	Training Materials	Learning/Reinforcing Activity
Start Stop Services - 3.5 hrs	Prestart Checks	Premise Notes, Account Analysis, and Saint Cloud SAs	Experian PowerPoint	Power Point, Manuals, Analysis practice, scenarios practice	
	Person Details	Authorized Person, Mailing Address			
	Deposits	Calculating Deposits			
	Modifying and Transfers	Changing start date, Char Prem			
Premise - 3.5 hrs	Final Inspection Clearance Turnon1	Analysis		Power Point, Manuals, Analysis practice, scenarios practice	
	Special Irrigation - Adding	Creating SP and Adding SA			
	Field Activity Research	Who performed the action?			
Premise - 3.5 hrs	Water Leaks	Working through a water leaks call and adjustments		Power Point, Manuals, Analysis practice, scenarios practice	Hands on technical training using CCB
	MDM	Performing usage research in MDM			
	Audit Reports	How to run, read, and analyze audit reports			
Billing - 3 hours	Cancel/Rebill			Power Point, Manuals, Analysis practice, scenarios practice	
	Balance Transfers				
	Payment Arrangements				
OUC Programs - 1.5 hrs	Chilled Water				
	Power Pass				
	Home Utility Report				
Role Play - 3 hrs	Soft Skills/Technical Skills Mash Up	Utilizing all the skills learned, participants will practice CC&B technical skills while dealing with a "difficult caller."		Role Play Scenarios	
Review - 30 mins	Final questions for review.				