Learning Resources Inc
Assessing, Developing & Documenting Soft Skills

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OVERVIEW OF THE CUSTOMER CARE DEVELOPMENT SYSTEM

The Customer Care Development System (CCDS) program provides training to enable individuals to learn and develop a set of soft skills (effective workplace behaviors) essential for obtaining and retaining employment in jobs requiring customer service competence. These soft skills are based on employer-validated skills and behaviors essential for success on the job. This training addresses competencies far beyond the traditional "job skills, tasks, and duties" often detailed in a job description or covered in an interview. Rather, they are skills that:

- • Reflect personal character and maturity when responding to on-the-job situations;
- • Are critical to individual success and job retention in the workplace; and,
- • Enable individuals to work more effectively with other employees, supervisors and their customers.

The following CCDS competencies are integrated into the training and if demonstrated daily on-the-job, improve a participant's ability to obtain, retain and grow at work:

CUSTOMER CARE: Interacting with Others, Dealing with Angry Customers, and Satisfying Customer Needs.

DECISION-MAKING: Dealing with Customer Problems, Prioritizing Customer Needs, Referring to Others, Following Company Guidelines, and Developing Alternative Solutions.

COMMITMENT TO QUALITY: Increasing Customer Loyalty, Improving Customer Relations, and Improving Quality of Operations.

The starting point for the development of these skills in program participants is the Workforce Readiness Skills Assessment (WRS), a video-delivered, simulation-based technology from Learning Resources, Inc. (LRI). This assessment technology has been used by over five million future workers, applicants and incumbents.

The CCDS curriculum is aligned with WRS and supports the development of each assessed skill. The content helps build each of the soft skills this program measures. The program's Trainer's Manual offers a step-by-step guide and encourages trainers to:

- • Adjust content to meet the needs of different cohorts;
- • Adjust the length of sessions to meet local needs; and,
- • Adjust content to the number of people to be trained – individuals, small or large groups.

The Trainer's Manual parallels the accompanying Participant Manuals; both are divided into modules. Competencies are taught, practiced and applied. When work experience is part of the Program, these competencies can be practiced at the worksite as well.

CCDS Participant's Manual and CCDS Trainer's Manual

• Training is structured in modules, for delivery over about 24 hours that may be scheduled in any manner necessary (2 hours per week or 1 hour per day over a 4 week period, etc.).

• Each of the competency areas (plus the Planning for the Future) are taught, practiced, applied and reinforced in the training and (if applicable) at the work site.

• A *Participant's Manual* is provided for each participant to serve as their guide through the training, for note taking and journaling, for completing activities and as a reference on customer care skills.

• The *Trainer's Manual* guides the Trainer carefully through the delivery of training and soft skill building.

• Training addresses four learning styles (imaginative, analytic, common sense and dynamic); applications are included for large-group, small-group, and individual learning activities.

NOTE: To review a segment of the CCDS Participant's Manual, click here. To review a segment of the CCDS Trainer's Manual, click here.

Trainer's Support Material

• CCDS Training Overview

• Learning Theories

• Learning Type Measures

• Classroom Management

• Journaling

• Mind Mapping

• Tips for Trainers

• Reference Guide for Coaches

To learn more about CCDS assessment...

Contact: Alan Lesure, Learning-Resources, Inc: alesure@learning-resources.com; 203-637-5047

To Purchase the CCDS Training System

Contact: Dennis Nitschke, nitschke@frontiernet.net or 920-915-5800