

★ South Central ★

CAREERFORCE

PARTNERS

Training Day

**SPEAKER:
JULIE
BROCK**

**THURSDAY
18
APRIL**

**KNOCK IT OUT OF THE PARK WITH
MISSION DRIVEN CUSTOMER SERVICE**

SOUTH CENTRAL SERVICE COOPERATIVE

2075 Lookout Drive, North Mankato

GATE OPENS AT 8:30 A.M.,

CUSTOMER SERVICE • AGENCY UPDATES • NETWORKING

[Click here to Register](#) By **April 9, 2024:**

Wear your favorite baseball team attire on April 18th!

South Central Training Team: Sabina Alhag, Sara Carrigan, Ryan Lais, Sarah Longtin, Dani Mielke, Anna Nelson, Michele Rademaker, Tiffany Vanden Einde and Laura Wenzel

About Julie Brock

Julie Brock is a professional strategist. She has over twenty years experience working with teams in K-12 education, non-profits, government, businesses, and higher education and a proven track record of organizations taking action and yielding results.

A strategist at heart, Brock works with people to develop plans that include short and long term actions making room for failure. Life is the ultimate research and development lab, and people are in charge of exploring their own depth and capabilities.



Mission Driven Customer Service

Key Learning Objectives:

Communication Excellence: Address the stress and tension associated with working in a high-paced, mission-driven organization to ensure a positive outcome for clients.

Cultural integration: Understand and appreciate the diverse backgrounds and perspectives of your customers, ensuring that your service approach is inclusive and resonates with a broad audience.

Please bring a copy of your agencies mission statement to the training