

BEST TRAINING TEMPLATE (Bureau Employee Service Training)

BEST Topics/Training Focus: Core Committee Facilitator & Sub-Committee Lists

- | | <u>Lead</u> | <u>Training Dates</u> |
|---|------------------------|-----------------------|
| 1. Intro Training with Ruby live & Ruby DVD
(Ruby in person, with follow up viewing of the DVD)
No Sub Committee for this quarter / Disney Training De-brief at October All-Rec Meeting | Sue Glenn | Oct – Dec 2009 |
| 2. Basic Customer Service Expectations
(ie Customer Service 101 or Service Bootcamp)
Sub Committee: Karen Aker (Schools); Faith Maxwell (Teens); Marshall Goss (Centers) ;
Larissa Doty (AQ) | Sue Glenn | Jan – Mar 2010 |
| 3. Customer Profile
(Diversity/cultural/social/economic, etc issues; universal needs; targeted service, etc)
Sub Committee: Josh Wells (Schools); Josh Leavitt (Teens); Jeannie Kraje (Centers);
Lori Higgins (AQ) | Max Behrens | Apr – Jun 2010 |
| 4. Dealing with Difficulty/Communication Tools
(Focus on how to successfully maneuver through difficult situations/guests; communication skills development)
Sub Committee: Ashley Coltin (Schools); Molly Pucillo (Teens); Curtis Scott (Centers);
Andy Amato (AQ) | Terri Davis | Jul – Sep 2010 |
| 5. Technical Tips & Tools for Service Delivery
(Internet, Active/Class Registration System; Intranet; diverse tools available to help deliver service)
Sub Committee: Annie Turturo (Schools); Travis Richardson (Teens); Craig Ward (Centers);
Adam McGowan (AQ) | Amie Massier | Oct - Dec 2010 |
| 6. Value Added Marketing through Service
(Marketing effectively is service; cross marketing; knowing the greater scope for value added options...)
Sub Committee: Sue Kaufman (Schools); Jane Doyle (Seniors); Dave Snyder (Centers);
Joanne Larsell (Centers); Phil Lewis (AQ) | Jennell Andrews | Jan – Mar 2011 |

BASIC BEST

- **Rec All Staff Meetings:** A training focus should be a component of every Recreation All Staff Meeting. Sue Glenn will sit on the Rec All-Staff Committee and help facilitate the training addition for each meeting. October's meeting will be the introductory of the coming trainings. As our meetings are monthly and the training topics are quarterly, we'll follow a format like this:
- **First Month of the Quarter:** Provide an overview of the training topic, along with information regarding when and where the trainings will be held
- **Second Month of the Quarter:** Provide a brief review of the topic, and discuss site implementation and staff support needed to be successful
- **Third Month of the Quarter:** Final review of the topic, discussion regarding successful implementation and a survey/review of the training.

TRAINING OUTLINE/TEMPLATE

- **OUTLINE:** Each training will consist of the following...
 - Trainings will be held on one topic for each quarter. We'll begin by offering 3 identical trainings each quarter – possibly one each month. These three trainings will be held at different locations, different times in order to reach as many staff as possible.
 - Each Training Topic/focus will follow the Template
 - 90 minute timeline maximum for each training
 - sign-in sheet to track attendance
 - evaluation sheet to track and improve trainings
 - handouts & support materials (to place in a binder which can become a manual)
 - Handouts will be provided at each training and will also be posted on the Parknet Intranet.

- **TRAINING TEMPLATE BASICS**
 - **Definition** (The assigned customer service topic is explained, defined, clarified so that everyone is speaking and understanding in the same way.)
 - **Connection** (explanation to show the connection of the topic to the developed Customer Service Standard.)
 - **Value** (discussion regarding the importance or value of the topic in providing good service and supporting our bureau and its goals)
 - **Topic Components** (items, examples, heart of the subject/topic)
 - + Component 1
 - + Component 2
 - + Component 3
 - + Additional Components
 - **Classroom Interaction** (a reinforcing exercise utilizing the topic and learned components. The interaction can take a variety of forms, including: Role Playing; Small Group Discussion; Games; Presentations, etc)
 - **Action Items** (Discussion or written exercise to identify some site specific ways to use the information learned. Inspire participants to brainstorm how they will use/implement the ideas/components of this topic)
 - **Wrap Up/Conclusion** (Restate the topic and main components of the training)
 - **Question/Answer Period** (Provide time for participant questions)
 - **Evaluation** (hand out for immediate completion an evaluation of the training – with suggestions on how to improve for future trainings)

- **Topic Development**

Each Sub-Committee Lead will work with a Training Development Sub-Committee to develop the content and trainers for their assigned topic

- The Sub-Committees will be comprised of staff from WCA & Services.
- Each Service Topic will be developed by the assigned Sub-Committee utilizing the format of the Training Template provided by the Core Committee. This formatting consistency will support a cohesive production/facilitation for the entire training program.
- Handouts will be developed for each topic to be used at trainings, and posted on the intranet for later use and as a reference. The combined handouts will become a manual for our training program.
- Topics/Trainings will be reviewed and revised periodically (possibly annually?) to update and keep the information and trainings relevant.

- **FISH Focus**

The FISH Motivational approach will be utilized during the 2010 calendar year as a supporting element to the Service Training. FISH is comprised of four concepts which are: PLAY; BE THERE; MAKE THEIR DAY; CHOOSE YOUR ATTITUDE. We will attach one concept to each training as follows:

SESSION	SERVICE FOCUS	FISH CONCEPT
January – March 2010	Basic Service Expectations	PLAY
April – June 2010	Customer Profile	MAKE THEIR DAY
July – September 2010	Dealing with Difficulty/Communication	Choose your Attitude
Oct – Dec 2010	Technical Tips/Tools for Service	BE THERE