

# Customer Service Cooperative



# 1

## **ESC-20 will:**

Provide half-day training sessions on the following topics:

- Deadly Sins of Communication
- Pleasing Hard to Please Customers
- How to Manage Generation X Employees
- The Sandwich Generation: Balancing Home, Eldercare and Work
- Stress Management
- Managing and Surviving Office Politics

# 2

## **ESC-20 will:**

Provide a one two-hour on-site training session on any topic from the Exceptional Employee series. (13 topics to choose from)

All training sessions are intended for all level of employees, to include: supervisors, directors, and auxiliary staff.

# 3

## **The District will:**

- Provide administrative support to the program
- Designate a district person to serve as a liaison with ESC-20

## **Cost:**

- Fee = \$325 X \_\_\_\_\_ per membership\* = 2009-2010 TOTAL \$ \_\_\_\_\_
- Membership entitles the district the option to select individuals to attend various training sessions per each membership purchased.

## **ESC-20 Contact:**

Mayra de Hoyos  
mayra.dehoyos@esc20.net  
210-370-5617