

# Human Resources Training & Development Seminar



## NEED PROFESSIONAL DEVELOPMENT CREDITS FOR SHRM-CP and SHRM-SCP?

Founder of Hart Training Connection, Amy worked as a Marketer and Training Director for over 25 years in the insurance and financial services business prior to opening her own business in 2011. Amy works with companies to build stronger relationships between their leaders, employees, and customers by enhancing communication and leadership skills and developing engaged, productive teams. She is also a speaker for associations, businesses, and national conferences. Amy has been an award-winning faculty member of Shell's Leadership Programs since 2015 and is a past President of the Houston Chapter of the Association of Talent Development.

### **Secrets to Customer Service Success** featuring [Amy Hart](#):

- Know Your Customer – internal and external
- Customer Relationships – know how they can make or break your business
- Dealing with difficult customers and leveraging your best

**Wednesday, October 9, 2019**

**10:00 a.m. – 12:00 p.m.**

**Workforce Solutions – Pearland**

**5730 Broadway Street, Suite 122, Pearland, TX 77581**

### [In Person Registration](#)

### [Webinar Registration](#)



Workforce Solutions is recognized by SHRM to offer SHRM-CP or SHRM-SCP professional development credits (PDCs). This program is valid for 1 PDCs. For more information about certification or recertification, please visit [shrmcertification.org](http://shrmcertification.org).

### **For more information:**

**Workforce Solutions – Employer Service**

**713.590.2634**



[www.wrksolutions.com](http://www.wrksolutions.com) 1.888.469.JOBS (5627)

A proud partner of the [americanjobcenter](#) network

Workforce Solutions is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. (Please request reasonable accommodations 48 hours in advance.)  
Relay Texas: 1.800.735.2989 (TDD) 1.800.735.2988 (voice) or 711



# Agenda

**Wednesday, October 9, 2019**

**10:00 am – 12:00 pm**

**Workforce Solutions–Pearland, Career Office**

10:00 – 10:30 am	Registration and Sign-in
10:30 – 10:45 am	Welcome – About Us / Speaker Intro
10:45 – 11:30 am	Keynote Speaker – Amy Hart
11:30 – 11:45 am	Q&A
11:45 am – noon	Networking / Wrap-up

## ***Secrets to Customer Service Success***

- Know Your Customer – internal and external
- Customer Relationships – know how they can make or break your business
- Dealing with difficult customers and leveraging your best

Thank you for joining us today. We value your feedback.  
Please remember to submit your evaluation form.