

September 2021 • Access Program Online Workshops • Descriptions on Page 2

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	31 <b>Customer Service 1</b> 10:00am—12:00pm	1 <b>Customer Service 2</b> 10:00am—12:00pm	2 <b>Customer Service 3</b> 10:00am—12:00pm	3 <b>NRF Exam</b> 10:00am—12:00pm
6	7	8	9	10
13	14 <b>Leadership I</b> 4:30pm—6:30pm	15	16 <b>Leadership II</b> 4:30pm—6:30pm	17
20	21	22	23	24
27	28	29	30	

**To register for workshops you must attend an Information Session.**

Visit <https://www.ppl-inc.org/free-workshops> for more information.

\*Must have strong computer skills to attend this workshop.

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**Customer Service Series:** Customer service skills are important for every job. Excellent customer service turns into positive word-of-mouth! In this three-part series, learn how to assess and meet customer needs, prepare for gaining customer commitment and the importance of common employability skills.

**NRF Exam:** Test your customer services skills and demonstrate your knowledge by earning the National Retail Federation's Customer Service and Sales Certificate. **Must attend Customer Service series first.**

**Leadership Skills I:** In this workshop, participants will be introduced to transformational leadership tenets as well as be able to determine their top core values to increase awareness of what motivates them. Furthermore, building inclusive communication skills within a diversity, equity and inclusion lens and developing mission statements.

**Leadership Skills II:** Participants will build on their work defining their personal mission statements and be introduced to personal reflection, communication and leadership tools.

**To Register:**

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