California WIC Branch

Our Nutrition Education Newsletter

Click here to visit our website at www.wicworks.ca.gov

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Customer Service Workshops

Looking for ways to improve communication with participants or to create a customer-friendly mind set? The Training and Career Development Unit (TCDU) can help! TCDU has developed two customer service workshops designed to help your staff build stronger customer service skills: ***Be a Service Star*** and ***Cultural Diversity.***

To request a Customer Service Workshop, see the Training Bulletin at www.wicworks.dhs.ca.gov and complete the *Training at Your Agency* form or call Kim Frinzell at 916-928-8653.

Be a Service Star Workshop

Have you ever heard the saying, "Customers don't care what you know until they know you care"? *Be a Service Star* workshop can help your WIC team with techniques to reduce the stress of uncomfortable and challenging situations.

This workshop will help your staff learn to:

- Avoid conflict by using words that do not trigger a negative response
- Use words, tone of voice, and body language for successful interactions with participants
- Set boundaries for participants who get out of control
- Handle situations using VERA :

  Vent- let the customer vent
  Empathy-Acknowledge the vent
  Real Problem- Identify the real concern
  Agreement-Find an answer together

Note: This workshop satisfies WNA Certification Task I requirement for quiz and interview.

Cultural Diversity Workshop

Do you want to build your communication skills while learning more about the way culture shapes our beliefs and behaviors? If so, the Cultural Diversity workshop is for you!

This workshop will help you:

- Explore the concepts of cultural diversity and competence
- Share your own cultural history with other WIC staff
- Reflect on your past experiences, current beliefs, and behaviors
- Improve communication skills when interacting with cultural groups different from your own.

Note: This workshop also satisfies WNA Certification Task I requirement for quiz and interview.

Feedback? Suggestions? Questions?

Contact us at Gkhoe@dhs.ca.gov
or
916-928-8815.

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