

## *Professional Development Team Minutes* 06.07.2023

**Meeting Facilitator:** Beth Crowe, Chair

**Roll Call:**

P	Lydia Dover	P	Evelyn Davis
P	Timothy Cornwell	P	Beth Crowe
A	Amy Sheffer	A	Tony Gerard
P	Felicia Rouse	P	Rob Lucas
P	Dan Kineman		

The meeting was called to order at 1:0p.m. The minutes from the April meeting were approved by Tim Cornwell, Lydia Dover

- The Professional Development Team will be merged with the Employee Relations Team. The July 18<sup>th</sup> meeting will be the first meeting for the merged teams. An invite will be sent out by Chair Becky Steinmetz to all new team members.
- Sherry Wessel will be asked to present continued Customer Service Training to SCC faculty and staff during the month of Sept. Sherry will not speak at Convocation. Beth, Felicia & Sherri will meet to discuss dates and information wanted during the September training. We will also ask Sherry to define, “who is a customer?”
- The team also discussed the need for healthy boundaries between the customer and the customer service representative.
- One goal is to eventually include a customer service guide for new employees (part of their onboarding).
- LinkedIn Learning is available to students, faculty and staff for 1 year. On this platform numerous video courses are available.
- Customer Service working definition is attached

The meeting was adjourned at 1:40 p.m.

SCC employees are serving our customers by:

- Making the customer our top priority
- Listening to understand and not respond
- Available
- Honest
- Courteous
- Friendly
- Empathetic
- Reliable (do what we say we will do when we said we would do it)
- Positive
- Using “we” language (not “YOU need to” ...)
- Patient
- Adaptable
- Communicating clearly (providing information in various ways if the customer is struggling to understand)
- Personalizing our actions and words for the situation