

# Monthly Learningfest



## Knowledge Spotlight

February 2019

### Customer Service

#### Customer Service Strategy 50(m) 50(s)



Given fast-evolving customer expectations, every organization needs an effective customer service strategy to guide operations and decisions. Your service strategy is the bridge between the organization's vision and mission—and the decisions and actions that happen every day. In this course learn how to develop and execute an effective customer service strategy for your organization and team. Learn the seven steps of the strategic planning process, involving vision, customer access, talent, processes, technology, investments, and innovation. Plus, discover how to put your strategy to work, measure its effectiveness over time, and make updates to keep your strategy current.

### Leadership (Current and Aspiring leaders)

#### Inclusive Leadership 60(m)



Learn how to create and lead an organization that leverages the diverse talents of all contributors. Dr. Davis reveals the benefits of inclusive leadership, including the positive impacts it can have on employee engagement, innovation, and creativity. She then outlines a best practice framework for developing inclusive leaders in an organization, and shares tips for avoiding common leadership pitfalls. Upon wrapping up this course, you'll be equipped with practical strategies you can use to cultivate a more inclusive workforce.

### Health/Wellness

#### Managing Your Personal Finances 1(h) 26(m)

For many of us who are not financial professionals, worrying about money and saving for the future can be a chore. Learn how opportunities arise when you change your attitude towards money. Walk through the basics of personal finance—earning, spending, saving, and investing—with an eye for finding opportunities to enrich your life, pay down debt, and grow your money wisely.

### Spotlight Course of the Month

#### Managing Your Career as an Introvert 37(m) 59(s)

The world, in general, is optimized for extroverts. So how can introverts get noticed at work? When you're starting your career or switching jobs or companies, you have to connect with others and build relationships. This is easier for extroverts than it is for introverts, who need alone time to recalibrate and replenish. For introverts, there are ways to establish yourself effectively at your new job or company so others understand your true skills and abilities—without having to go out on an extroverted limb.