

*For Customer Service Excellence > Connections For Higher Education*

## **Connections For Higher Education**

Perfect Solutions

## Connections For Higher Education



Model :

Manufacturer :

Connections teaches campus personnel how to be aware of students' needs and make a positive connection with them. The program shows how to:

- Provide quality service;
- Deal with students in difficult situations;
- Build a comfortable environment for students and co-workers;
- Make your work more personally rewarding;
- Establish positive communication with supervisors; and
- Feel more confident about yourself and your abilities.

All-new video footage:

Connections features DVD with three video sessions with real-life service scenarios—all shot on real campuses. The video sessions include sections on using e-mail, voice mail, and the Internet.

What you receive:

The quality service training programme for campus staff. Programme consists of DVD, step-by-step Leader's Guide/Facilitator's Manual/Guide and 25 Participant Kits full of strategies, interactive exercises, and more, FREE Telephone Consultation. Shipping and handling included.

Contents of DVD:

- Session 1: Understanding Why People Do What They Do
- Session 2: Using the Language of Positive Communication
- Session 3: Meeting and Exceeding Student Expectations

Price : S\$4,500.00

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*Availability: This product was added to our catalog on Thursday 07 April, 2005*