




MEMORANDUM

ACTION MEMO #17-21

TO: District Nutrition Services Directors

FROM: Shameyrae Miller, MPA 
Deputy Director, Program Integrity & Strategy
Georgia WIC Program

DATE: September 18, 2017

RE: ServiceSkills Customer Service Training

The purpose of this memo is to provide guidance on the use of ServiceSkills.com for implementation and monitoring of customer service training within the Georgia WIC Program.

In 2016, Georgia WIC adopted the *Heartfelt Hospitality* project (now called the *Heartfelt Project* for branding purposes), with the goal of developing a culture that prioritizes the participant experience. As part of the *Heartfelt Project*, Georgia WIC procured the use of ServiceSkills.com.

ServiceSkills.com is an online learning platform designed to improve customer satisfaction levels, reduce employee turnover, and enhance teamwork. The platform includes over 120 interactive, skill-driven training courses that are divided among eleven series (See Table A). Each course is between 8 and 45 minutes in duration. ServiceSkills.com is available to all state and local agency staff who provide WIC services.

Employee Registration

Districts who do not currently have any staff with access to ServiceSkills.com may request access by emailing Brandon Whitney.

After the initial district-wide registration, employee hires or terminations may be managed by the district's supervisors by utilizing the "Add Learner" or "Disable Learner" functions, respectively. Employee transfers from one local agency to another or from one supervisor to another must be handled by Brandon Whitney.

Annual Customer Service Training

Local agency staff have the option of using ServiceSkills.com to satisfy the annual requirement for one hour of customer service training as required in Georgia WIC policy (NS-220.01 Staff Training).

The State Office will not be facilitating a live or video conference (VICs) customer service training in FFY 2017.

Staff that have either already completed the required customer service training for FFY 2017 or will receive another local agency-approved customer service training before the end of FFY 2017 are not required to use ServiceSkills.com.

To use ServiceSkills.com to satisfy the annual customer service training requirement, a minimum of one hour of cumulative training time must be completed prior to September 30, 2017. Each employee can locate their course completion history under their profile. Supervisors can also view an employee's course completion history by clicking on the employee's name on the supervisor's home page. The amount of approved training time for each course in the indicated series is shown in the table below:

Table A. ServiceSkills.com Course Time

SERIES	Number of Courses	Approved Minutes per Course
Telephone Doctor Customer Service	14	30
Service Matters Roundtable	12	10
ServiceSims Challenge	12	10
Email Matters	19	8
8 Keys to a More Respectful Workplace	10	10
Terrible Team Member	11	8
What to Say When: Team Building	10	10
What to Say When: Conflict Resolution	10	10
What to Say When: Mentoring	10	10
Newmarket Learning Leadership	6	45
Houndville Workplace	10	8

Examples:

The following are examples of satisfactorily completion of the one hour customer service training requirement using ServiceSkills.com:

Example a) Completing two courses in the Telephone Doctor Customer Service series

Example b) Completing one course in the Newmarket Learning Leadership series plus one course in the ServiceSims Challenge series plus one course in the Terrible Team Member series

Local agencies are responsible for documenting each employee's completion of the customer service training requirement on their Continuing Education Documentation Log. If ServiceSkills.com is used to complete the customer service training requirement, the verification date must be documented in the appropriate column on the Continuing Education Documentation Log.

For program review purposes, the state agency will have a printout of the employees in each district that have completed courses in ServiceSkills.com and the cumulative time of training during monitoring visits. This will be compared to the Continuing Education Documentation Log verifications maintained by the local agency.

Action Steps:

1. If using ServiceSkills.com courses to meet the requirement for customer service training, Georgia WIC staff must attend at least one hour of coursework, and the supervisor must document in the Continuing Education Log, the date the training was verified as completed. All training must be completed prior to September 30, 2017 for FFY 2017.

In regards to any additional questions or concerns, please contact Brandon Whitney at (404) 657-9002 or via email at Brandon.Whitney@dph.ga.gov.

c: LaToya Osmani, MPH - Deputy Director, Division of Health Promotion
Acting Director, Georgia WIC Program
District Health Directors
District Program Managers
WIC Deputy Directors
WIC Managers