Touchstone Energy® Service Excellence (Part 4\*)

The Cooperative of the Future

|  |  |
| --- | --- |
| Dates:  Friday, April 27, 2018  Location:  Empire Electric  801 North Broadway  Cortez, CO 81321  Time:  8:30 am – 3:30 pm  Fee:  $255 for 10 – 14 students  $190 for 15 – 19 students  $155 for 20 – 24 students  $135 for 25+ students  The cost of this course has been reduced thanks to a donation by the Colorado Electric Educational Institute  Lunch will be provided.    Participants will be billed after the course.  Instructor:  Dan Cook  To Register: <http://www.cvent.com/d/ttqr0r>  Questions:  Contact Jen Hight at the CREA office (303) 455-2700 ext. 700 or  e-mail at [jenhight@coloradorea.org](mailto:jenhight@coloradorea.org)  A minimum of ten people must be registered for the class to be held. A letter will be sent to participants confirming their registration in the course.  Registration Deadline:  March 23, 2018 | **Course Description**  The Part 4 program is designed to elevate service skills and challenge participants to build industry knowledge. With a focus on technology and talent, we discuss anticipating future member needs and staying ahead of industry changes. We explore ways to build employee’s understanding and emotional acumen when responding to member and community needs. This is a full day program recommended for all employees and directors who have participated in Service Excellence Parts 1-3.  Service Excellence Part 4 focuses on:   * future trends in customer service * communication * technology * energy efficiency * overall industry shift * how we use tools and resources to strive for excellence in challenging times   \*Participation in Service Excellence Part 1: Committing to the Cooperative Advantage, Part 2: The Power of Human Connections, and Part 3: Powering the Cooperative Legacy are essential in this continued learning environment. We recommend that participants experience the first three programs prior to participating in this class.  Part 1 will be taught on April 24 at  Sangre de Cristo Electric, Buena Vista, CO  Part 2 will be taught on April 25 at  Gunnison County Electric, Gunnison, CO  Part 3 will be taught on April 26 at  Grand Valley Power, Grand Junction, CO    Colorado Electric Educational Institute  Colorado Rural Electric Association |