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Register for Training Tuesdays

June's Topic: HOW CAN I? The Customer Service Mindset with Joe Fingerhut

In 2022, great customer service is more needed, yet more underappreciated, than ever! We can all use a reminder of how crucial CONNECTION is not only in the service of clients but in the pursuit of team success. Joe Fingerhut details how a desire for connection led to one simple mindset shift that propelled him from 'Average Joe' to exploring 30 countries on six continents and succeeding at dream jobs as an entertainer and speaker.

This interactive and engaging virtual presentation utilizes vivid stories and relevant lessons in communication and connection in this ever-evolving digital world.

During this webinar you will learn:

- The shift in mindset from "I Can't" to "How Can I?"
- UN-cover and RE-discover key habits, practices, and tips for improved communication with clients, both on- and off-line.
- The KEY to Connection uncovered as a wedding DJ

Date: Tuesday, June 21, 2022

Cost: \$30

Time: 10:00 – 11:30 a.m., CT

[Click here to register for this webinar.](#)

Continuous Improvement Agencies Committee Summer Social

The Continuous Improvement Agencies Committee invites you to a fun networking opportunity from 4:30 – 6:30 p.m. on Wednesday, June 29, at the picnic shelter east of the Pierre Legion. Come and learn about Lean process improvement principles and how they can be applied in your daily work life. There will also be games, music, and popcorn. Drinks will be available for purchase at the Legion.

If you have questions about this event, please contact Mary Fleming at 605.773.2590.



The Training & Development Digest

June 2022



Register for the BHR Leadership Conference

Mark it on your calendars! The 2022 BHR Leadership Conference is officially booked for Wednesday, September 7, 2022. As in years past, the conference will take place at the Session topics for this year include creating a culture of purpose, how to increase intra-agency communication and building resiliency within yourself and your team.

The cost for this event is \$175 per person. To learn more and register, [please click here.](#)



FIVE SECRETS OF QUALITY CUSTOMER SERVICE

Whether you deal with the public or spend your days assisting other agencies, providing quality customer service is always important. Below are five takeaways from BHR's Customer Service Essentials course.

1. BUILD TRUST

Build trust every time by ensuring that all information provided is reliable, accurate, and consistent. Be truthful about your products and/or services and never offer inaccurate or misleading information. Trust is hard to build and easy to lose. But when consistently reinforced, it engenders loyalty and devotion.



2. LISTEN ACTIVELY

Many customers already know or sense what they want but may not clearly articulate it. Active listening and asking the right questions will help you better fulfill your customers' needs.



3. EMPATHY

Customers feeling that you truly want to help them goes a long way towards combating feelings of frustration that often drive customer service communication. It's not always easy to remain calm and empathetic when negative comes your way, but doing so will serve you well in the end.



4. COMMUNICATION SKILLS

Communication skills are important in all industries, especially regarding customer service. Without it, employees and customers could not interact or send and receive information. Having strong communication skills shows ensures customers receive all the information they need.



5. PROBLEM-SOLVING SKILLS

Problem-solving involves identifying a problem, understanding the cause of the issue, finding a solution, and taking steps to remedy the problem. When employees use problem-solving skills to address a concern or discrepancy brought to their attention, it shows that they value the customer's satisfaction.



[BHR.SD.GOV/EMPLOYEES/](https://bhr.sd.gov/employees/)

Microsoft Classes

Microsoft applications are an integral part of today's workplace. Some individuals need an introductory course, while others want something more advanced. To meet these needs, the Bureau of Human Resources is now offering new classes designed to educate you on these applications.

This month's featured classes are:

Getting Started With Teams – Get started with Teams! Learn the basics of this all-in-one platform that combines virtual meetings, file storage, and collaboration. This class is scheduled for June 23, from 10:00 – 11:00 a.m. CT via Teams. [Click here to register.](#)

Microsoft OneNote – Learn the basics of OneNote in this introductory course. Use this program to organize content, share with others, and work more efficiently. This course is scheduled for June 30, from 10:00 – 11:00 a.m. CT via Teams. [Click here to register.](#)

Microsoft SharePoint – This course focuses on the total SharePoint experience. Attendees will learn how to share and manage content, retrieve information, and collaborate with others. This course is next scheduled for July 12, from 10:00 – 11:00 a.m. CT via Teams. [Click here to register.](#)

[Click here to see the complete list of Microsoft classes.](#)



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BHRTrainingRegistration@state.sd.us



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605.773.3461