Appendix One – Customer Service Course Inventory & Descriptions, 2009 – December 21, 2015:

Employee Development Branch:

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Aboriginal Awareness	Leaders & Employees	320	14	Outlines historical timelines including residential schools, the role of women, the "Sixties Scoop" and their impact on Aboriginal people. Brings awareness of Aboriginal cultural traditions, ceremonies and medicines.
Addressing Workplace Conflict	Leaders & Employees	440	14	Explains the types and causes of conflict at work and defines conciliation, mediation and other practical conflict resolution tools.
Assertiveness Skills for Success	Leaders & Employees	179	7	Describes conflict management styles and provides tools for self-reflection. Explains how to speak to others in constructive ways and provides opportunities for participants to apply assertive communication skills.
Asset Management - Business Case Development	Leaders	104	7	Explains how to prepare, evaluate and prioritize business cases in conjunction with the City's internal processes for accepting bids and selecting vendors.
Beyond Gay - LGBTTQ* Ally Training	Leaders & Employees	88	7	Discusses respectful terminology, contemporary issues, and the power of diversity in the workplace. Explains the role that each employee plays and resources available to allies and LGBTTQ communities.
Building & Maintaining Rapport	Leaders & Employees	107	7	Explains the link between effective communication and excellent customer service, which includes: • positive language and attitude • listening skills, body language and tone

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Building on Service	Leaders	108	7	Outlines the supervisor's roles and responsibilities that contribute to customer service, which include: • modeling quality service • communicating employee work requirements, standards and providing feedback
Citizen & Customer Service: You Make A Difference	Leaders & Employees	596	3	Outlines the responsibilities of employees and leaders in delivering quality service in accordance with the City of Winnipeg's Citizen / Customer Service Administrative Standard and communication protocols.
Coaching for Performance	Leaders	151	7	Explains the organization's Employee Performance Management process to ensure leaders effectively manage employee performance to provide effective and efficient services for citizens.
Communicating Effectively on the Telephone	Leaders & Employees	95	7	Identifies challenges of interacting effectively on the telephone with customers and provides tools to overcome communication barriers.
Communication at Work	Leaders & Employees	97	7	Provides a common language to assist in discussing, problem solving and reaching agreements while dealing with customers.
CORE of Public Service	Leaders & Employees	193	3.5	Describes the significance of the core competencies (**C**itizen & Customer Focus, Results **O**riented, **R**especting Diversity, and **E**thics/Values/Integrity & Trust) for all City of Winnipeg employees and identifies key behaviours and resources that demonstrate each competency.
Deal With Difficult Customer Service Situations	Leaders & Employees	252	7	Identifies types of difficult customer service situations and explains how communication influences customer behaviour and response.

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Developing Bid Opportunities / RFPs	Leaders & Employees	138	3.5	Reviews the bid/RFP templates. Explains the specific clauses in the Bid Opportunity Template to ensure users follow the procedures when bidding on opportunities with external vendors.
Difficult Conversations	Leaders & Employees	84	14	Defines difficult communication in the workplace and addresses ways to transform difficult situations into productive and insightful conversations.
Disability Awareness	Leaders & Employees	75	3.5	Explains respectful terminology and explains how assumptions, attitudes, stereotypes, myths and facts impact people with disabilities. Identifies approaches for working with and employing people with disabilities.
Diversity & Inclusion	Leaders & Employees	120	3.5	Discusses diversity and inclusion to improve communication and reduce barriers when providing service to a multicultural workforce and population.
Diversity in the Workplace - Role of the Supervisor	Leaders	333	7	Outlines for leaders the business case for diversity. Describes how creating a respectful workplace can help achieve a more diverse workforce and how to factor diversity into key staffing functions.
Effective Speaking	Leaders & Employees	91	14	Identifies the components for effective public speaking and communication skills to provide effective customer service in the workplace.
FIPPA - Introduction	Leaders & Employees	40	3.5	Identifies the components of FIPPA and explains how to respond to an access to information request in accordance with current access and privacy legislation.
Foremanship Level 1	Leaders	440	3.5	The Customer Service Module explains the leader's role in providing customer service, which includes best practices in customer service delivery and techniques for dealing with difficult customer situations.

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Foremanship Level 2	Leaders	340	7	The Conflict Resolution Module explains how communication skills can be used to better respond to difficult situations/conflict. Outlines the processes for addressing misunderstandings, recovering from mistakes and resolving disagreements.
Foremanship Level 3	Leaders	255	3.5	The Customer Service From A Leader's Perspective Module outlines the leader's role and responsibilities in customer service. Identifies the tools and skills needed to support frontline staff and effectively provide feedback.
Generations At Work	Leaders & Employees	223	7	Provides awareness of generational work cultures and describes strategies to work effectively with employees and customers from all generations.
Islam & Muslims - Introduction	Leaders & Employees	58	3.5	Describes respectful terminology for the religion of Islam and Muslim people and communities. Identifies myths, issues and challenges and outlines ways to create a welcoming workplace.
Metis Culture	Leaders & Employees	62	3.5	Defines Aboriginal terminology and outlines the history of the Metis people in Manitoba. Discusses Metis spirituality, culture, symbols and contemporary issues facing the Metis community. Promotes awareness and offers resources both internally and externally.
Power of Plain Language	Leaders & Employees	253	14	Explains how to organize ideas and information in order to write reader / customer focused documents logically, concisely and quickly.
Problem Solving & Decision Making	Leaders & Employees	35	7	Identifies and applies decision making and problem solving skills and approaches to ensure quality customer service.

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Procurement & Contract Administration	Leaders & Employees	452	10.5	Explains the Materials Management Standard and related Administrative Standards and processes. Identifies issues to consider when: • preparing bid solicitation documents • evaluating proposals/bids • writing reports • addressing contract performance issues
Project Management Fundamentals	Leaders	209	28	Provides a basic understanding of the terms, concepts, processes and practices of project management. Requires participants to develop a basic project plan in a team environment.
Project Management Overview	Leaders & Employees	328	7	Defines and applies basic concepts, trends, processes and tools in project management. Distinguishes project management roles and responsibilities, which include the project manager, the sponsor and the customer.
Respectful Workplace Awareness	Leaders & Employees	2716	3.5	Describes a respectful workplace and the City of Winnipeg's commitment to the Respectful Workplace Standard and legislation. Defines responsibilities in creating and maintaining a respectful workplace, rights and responsibilities and behaviours that detract from a respectful workplace.
Respectful Workplace Problem Solving for Leaders	Leaders	254	3.5	Outlines the leader's role in creating and maintaining a respectful environment. Identifies behaviours that contribute to a poisonous workplace and outlines the leader's process for resolving complaints, issues and concerns.
Take Your Writing Skills to Higher Levels	Leaders & Employees	74	7	Advanced writing course that incorporates technical skills to ensure effective reader / customer focused written communication.

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
The Art of Active Listening	Leaders & Employees	122	7	Explains how to improve overall communication skills by distinguishing between active and everyday listening. Includes strategies such as repeating, paraphrasing, asking, organizing, summarizing and obtaining feedback.
Understanding Anger	Leaders & Employees	44	2	Explains how to interact more effectively with angry people and how to manage our own anger by understanding why and how we react in certain situations.
Universal Design in the Built Environment	Leaders & Employees	78	7	Presents technical content of the City of Winnipeg Universal Design Policy and Administrative Standard to ensure services and accessibility are provided to all citizens.
Writing Customer Focused Email	Leaders & Employees	119	7	How to structure logical, coherent written information that is clear and meaningful to the reader.
	TOTAL	9,673		

311 Contact Centre:

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Customer Service Introduction	Employees	93	3	Includes strategies for and benefits of delivering exceptional customer service.
Listening Skills	Employees	93	3	Focuses on listening barriers, tone, inflection, empathy and verbal/non verbal messaging over the phone.

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
RAPPORT - Customer Service	Employees	207	12	Comprehensive self-awareness and skills building customer service program. Describes 311 customers, the role of a CSR and develops strategies to deliver exceptional customer service such as. Topics include communication, active listening, attitude, processes / protocols, respecting diversity and assisting dissatisfied customers.
Telephone Techniques	Employees	93	3	Includes call protocols and strategies for handling difficult customers.
	TOTAL	486		

Assessment and Taxation:

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Addressing Workplace Conflict - Assessment & Taxation	Leaders & Employees	10	7	Identifies the types and causes of conflict at work and within everyday life. Provides tools and resources for overcoming conflict.
Building and Maintaining Rapport with your Customers - Assessment & Taxation	Leaders & Employees	50	7	Reviews a framework for effective communication and explains the value of using assertive or positive language as a means of building good customer relationships.
Citizen/Customer Service - You Make a Difference - Assessment & Taxation	Employees	25	3.5	Identifies internal & external customers and discusses the importance of delivering quality citizen / customer service. Reviews communication protocols for in-person, telephone, voice mail, email, and letter contacts.

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Dealing with Difficult Customer Service Situations - Moment by Moment - Assessment & Taxation	Leaders & Employees	25	7	Identifies difficult customer situations and describes how words, tone of voice, and body language influence customer behaviour and response.
Know and Yes: Powerful Responses with Customers - Assessment & Taxation	Leaders & Employees	25	3.5	Effective listening skills, working with dissatisfied customers and managing your own stress
	TOTAL	135		

Community Services:

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Alzheimer's Education	Leaders & Employees	25	1	Provides information on how to identify and work with persons or customers with Alzheimer's.
Conflict and De-Escalation	Employees	200	3.5	Develops conflict management skills for staff in at-risk work environments to enhance customer service.
Digital Literacy - Library Services	Leaders & Employees	46	7	Provides enhanced support to parents, educators and adults who work with youth who use digital literacy as a learning tool.
eBooks & Tablet Training - Library Services	Leaders & Employees	50	3	Teaches employees how to use the library apps such as Overdrive, Zinio and Hoopla on a variety of mobile devices and eReaders to assists with customer inquiries.

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Horizon & Enterprise Search Training - Library Services	Leaders & Employees	100	3	Teaches employees how to get the best search results from Horizon & Enterprise interfaces and explains which interface to select when answering customer questions for material searches.
Horizon Circulation Training - Library Services	Leaders & Employees	50	7	Enhances customer service by explaining the Horizon Circulation program that deals with customer memberships and accounts.
Pre-School Programming - Library Services	Leaders & Employees	40	3.5	Enhances customer service by providing information on early literacy skill development, program structure for parent-child programs and incorporating early literacy messaging to parents.
Pre-School Programs & Services - Library Services	Leaders & Employees	62	3.5	Focuses on services available to different age groups. Describes the rationale for service delivery, best practices for optimum customer service and resources for program planning.
Reader's Advisory for Tweens - Library Services	Leaders & Employees	38	3.5	Enhances customer service by training staff to advise parents on how to support development of reading skills and how to engage reluctant readers to read.
Schizophrenia Workshop - presented by Mb Mental Health Assoc.	Leaders & Employees	25	1	Provides information on how to identify and work with persons or customers with mental health concerns.
School-Age Programs & Services - Library Services	Leaders & Employees	52	3.5	Focuses on services available to different age groups. Describes the rationale for service delivery, best practices for optimum customer service and resources for program planning.
Teen Programs & services - Library Services	Leaders & Employees	61	3.5	Focuses on services available to different age groups. Describes the rationale for service delivery, best practices for optimum customer service and resources for program planning.

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Webinar Training Sessions - Library Services	Leaders & Employees	300	1.5	Includes topics on collections, programming and technology to improve services that are provided to the public.
Workplace Violence / Escalation - Library Services	Leaders & Employees	360	3.5	Provides intervention techniques in non-violent crises and explains how to deal with difficult customers. Offered in conjunction with CMS-Safety unit.
	TOTAL	1,409		

Corporate Support Services:

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
HDI Support Center Analyst	Employees	11	12	Provides an awareness of the core help desk processes and best practices used in service and support centers to improve customer interactions.
	TOTAL	11		

Planning Property & Development:

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Customer Service - You Make a Difference	Employees	7	4	Discusses interacting with other employees and the provision of customer service.
	TOTAL	7		

Public Works:

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Communication at Work	Leaders	63	7	Describes customer service issues and dealing with difficult customers.
Customer Service Building Blocks	Employees	25	7	Outlines techniques for improving customer service.
Engineering Orientation - Annual Refresher	Employees	287	1	Explains the Social Media Administrative Standard & Protocols, Citizen & Customer Service Administrative Standard and Communication Protocols.
Forestry Tech Assistant Orientations - Annual Refresher	Leaders & Employees	140	3.5	Explains how to interact with the public while performing Dutch Elm Disease Surveillance
Lead Hand Training	Leaders	308	2	Includes a component of citizen & customer service.
Media Interview Skills	Leaders & Employees	30	7	Provides skill building training to enhance ability to inform citizens through the media.
Streets Maintenance Orientation - Annual Refresher	Employees	1300	1	Explains the Social Media Administrative Standard & Protocols, Citizen & Customer Service Administrative Standard and Communication Protocols.
	TOTAL	2,153		

Water & Waste:

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Customer Service - Environmental Standards Division	Leaders & Employees	50	3	Different aspects of customer service are built into orientation and ongoing discussions with staff, such as how to deal with difficult customers and frequently asked customer questions/answers. References are built into Standard Operating Procedures (SOPs) on dealing with customers, and are reviewed regularly.
Customer Service in the Field - Quick and Courteous	Employees	240	1	Provides field staff with customer service training, which includes a review of the Administrative Standard AS-010 and techniques for dealing with difficult customer situations.
Principles of Bidding and Contracting for Water and Waste Projects	Leaders & Employees	60	7	Outlines the bid opportunity and RFP documentation, procurement and contracting as it pertains to Water and Waste projects.
Student Meter Reading Training	Employees	25	34	Prepares new hires for the student meter reading position, where staff visit customer premises over the summer to obtain a meter reading.
Utility Billing Centre (UBC) Training	Leaders & Employees	75	305	9-week training program for Billing Representatives who handle all utility billing-related calls.
	TOTAL	450		

Winnipeg Fire Paramedic Service:

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Aboriginal Awareness	Employees	54	17	Awareness of the cultural/historical diversity of Aboriginal citizens of the community
Advanced Care Paramedic Program	Leaders & Employees	64	30	Provides leadership skills which include: • Communication skills, conflict resolution and defusing • Teamwork, delegation, leadership • Ethical behaviour, respect, empathy, compassion and emotional support. Also covers topics specific to WFPS which include: • Patient rights, dignity, advocacy & confidentiality, diplomacy, tact and discretion. • Reporting suspected abuse & medical error. • Health promotion and prevention strategies & infection control. • Cultural differences in patient care and adapting care to different populations (age / gender / ability). • Crime scene preservation, integration with air-medical, health care facility & community supports.
Community Paramedicine	Leaders & Employees	43	12	Covers mental health & addictions.
Ethical conduct/issues	Leaders	219	4	Personal conduct when dealing with citizens
Media Relations	Leaders	51	4	Provides skill building training to enhance ability to inform citizens through the media.
Ongoing Medical Education	Leaders & Employees	760	1	Explains customer service and bedside manner.

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Primary Care Paramedic Program	Employees	9	24	Funded by Aboriginal Youth Strategy (AYS) / Department Provides leadership skills which include: • Communication skills, conflict resolution and defusing • Teamwork, delegation, leadership • Ethical behaviour, respect, empathy, compassion and emotional support. Also covers topics specific to WFPS which include: • Patient rights, dignity, advocacy & confidentiality, diplomacy, tact and discretion. • Reporting suspected abuse & medical error. • Health promotion and prevention strategies & infection control. • Cultural differences in patient care and adapting care to different populations (age / gender / ability). • Crime scene preservation, integration with air-medical, health care facility & community supports.
Public Fire and Life Safety	Leaders	219	2	Informing and educating citizens on the necessity of fire safety and the dangers of fire and hazards
Supervisory Training	Leaders	48	3	Outlines processes for dealing with customer complaints.
	TOTAL	1,467		

Winnipeg Police Service:

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Child Abuse Investigations	Employees	126	40	Develops interpersonal skills to better communicate with persons (children and adults) in relation to sensitive matters which ultimately lead to successful investigations. • 126 Police Members
Citizen & Customer Focus - Police	Employees	527	2	Defines *Importance for Service*, *City* and *Career* in relation to WPS vision Statement and expectations of citizens based on City survey from 2012. • 364 Police Recruits • 163 Civilian Members
Communications Division Customer Service new employee	Employees	71	3	Defines customers and outlines why customer service can fail. Explains how to use communication and empathy tools and describes question techniques for problem identification. • 71 Civilian Employees
Communications Division Customer Service Refresher	Employees	105	1.5	Reviews rationale for providing high quality customer service. Defines customers and reviews mission statement, key phrases, things to avoid, complacency, liability, and co-worker customer service. • 105 Civilian Employees
Criminal Investigators Course	Employees	168	32	Provides candidates with problem solving skills, investigative skills and communications techniques to better work through matters as they assist the public. • 168 Police Members
Death Notifications	Employees	364	3	Enhances communication and customer service skills by explaining the dynamics of advising a person of the death of a loved one. Develops skills to deal with shock and grief. • 364 Police Recruits

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Domestic Violence Dynamics	Employees	527	2	Explains the cycle of violence and the reasons domestic violence is not reported. Describes the supports in place to assist the public in these matters. • 364 Police Recruits • 163 Civilian Members
Effective Presentation	Employees	152	40	Develops public speaking and presentation skills to assist in the execution of their duties as a member of the WPS providing service to the public. • 152 Police Members
Effective Writing	Employees	155	8	Develops effective writing skills to assist in the execution of their duties as a member of the WPS providing service to the public. • 155 Police Members
Fair & Impartial Policing (Introduced 2015)	Employees	50	8	Provides effective strategies to recognize and overcome biases when delivering police services to the community. • 20 Police Recruits • 30 Senior Members
Indigenous & Cultural Awareness	Employees	527	16	Explains Aboriginal history and how it has impacted Aboriginal culture and cultural practices which includes residential schools, the use of tobacco in ceremonies, sweat lodges, drums, dances, languages and the role of Elders. • 364 Police Recruits • 163 Civilian Members
Media Relations and Law Enforcement	Employees	24	32	Develops effective communication skills as a means to provide the community with information through various media. • 24 Police Members
Mental Health Training	Employees	527	12	Explains mental health disorders, issues and services and how to positively interact with and provide service customers. • 364 Police Recruits • 163 Civilian Members

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Policing Diverse Communities	Employees	364	16	Provides an understanding of unique situations within Winnipeg through presentations from various ethnic groups, new comers and community groups. • 364 Police Recruits
Professional Ethics in Policing	Employees	364	6	Defines the standards, values and guiding principles of policing in relation to the needs of the community. • 364 Police Recruits
Victim and Witness Statements	Employees	527	2	Describes court requirements and communication strategies for taking a victim or witness statement. • 364 Police Recruits • 163 Civilian Members
Victim Services Unit	Employees	163	1	Provides information on services and support systems to victims of crime. • 163 Civilian Members
	TOTAL	4,741		

Winnipeg Transit:

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Bus Operator Training Program	Employees	700	120	The Customer Service Training Module includes: • In-vehicle training - students are provided with both scenarios and real world application of customer service. • TRansit Assault Prevention Strategy (TRAPS) and Respectful Workplace Training (RWT) allow the students to deal with difficult situations and avoid assaults and conflicts.
Client Services Customer Service Training	Employees	30	3.5	Identifies customers, their expectations and the role of a customer service representative. Discusses the RAPPORT model and outlines client services protocols.

Name of Course	Target Audience	Number of Participants	Duration (in hours)	Course Description
Customers, Conflicts and You	Employees	93	7	Describes employee performance management and provides remedial customer service training
Handi-Transit Driver Training	Contractors	511	10	For Contracted Drivers (Cost paid by drivers). Outlines the driver's role in providing customer service and describes how to better understand customers and their expectations.
	TOTAL	1,334		