CHCANYS, in partnership with Myra Golden Seminars, LLC, is offering four (4) learning modules for Health Center staff to increase their customer service skills. Each learning module will consist of a webinar and Q&A, held virtually over Zoom, exploring different elements of great customer service.

**Learning Module #2**
- Webinar: June 14, 2022
- Q&A: June 22, 2022

**Learning Module #3**
- Webinar: September 13, 2022
- Q&A: September 20, 2022

**Learning Module #4**
- Webinar: November 8th
- Q&A: November 15th

Myra Golden has designed and delivered trainings to organizations across industries to create the best possible customer experience, including the CDC, AARP, and Salesforce. In addition to her customer service trainings, Myra has created de-escalation tactics for customer service professionals after years of study and interviews with experts in the field.

These sessions are open to all health center staff, although specific target audiences will vary per learning unit. If you have questions, please e-mail questions@chcanys.org

*All learning modules will take place from 1 PM – 2 PM EST. Training topics and learning objectives will be announced closer to training dates. Agenda is subject to change.*