

Advanced Connections

HCC's mission is to ensure the success of our students, our customers. *Advanced Connections*, a Noel-Levitz video-based course, focuses on the importance of building a service culture throughout HCC in order to effectively serve our students. It addresses individual roles and responsibilities, interdepartmental collaboration, overcoming barriers to service excellence, meeting service challenges, and practicing service recovery.

Learning Outcomes

- Identify your role in building a service culture
- Focus on ways individual employees and office teams can work together to make procedures more user-friendly and reduce service problems
- Work across departments to reduce the "campus run-around"
- Learn advanced communication skills
- Handle difficult situations that have no easy solutions
- Resolve customer complaints and restore customer satisfaction
- Solve interdepartmental customer service problems
- Identify areas for self-development and record your commitment to working toward improvement in those areas

Who Should Attend? Required for all COPP enrollees.
Recommended for all HCC administrative professionals, secretaries, office managers, and all frontline staff.
Open to all full-time & part-time HCC employees.

Length: 8 hours

Program: College Office Professionals Program (COPP) – Required Course

Sponsored By: Employee Learning and Organizational Development (ELOD)

Course Number: CS2001

Registration: Register online via @ Your Service.
To log in, type **myhcc** in your browser address bar
> Click on Human Resources (under Administrative Resources)
> @ Your Service Login (in right column)
> Sign in to PeopleSoft
> Click on Employee Self Service
> Employee Home
> Training and Development Home
> Request Training Enrollment
> Search by Course Number
> Enter CS2001

More Information: ELOD@hccs.edu
713.718.8614