



MICHIGAN SUPREME COURT
MICHIGAN JUDICIAL INSTITUTE

Michigan Hall of Justice • PO Box 30205 • Lansing, MI 48909
Phone: (517) 373-7171 Fax: (517) 373-7615 Website: courts.mi.gov/mji

PLEASE NOTE:
The date of the May session has changed to
Wednesday, May 23.

SEMINAR ANNOUNCEMENT

January 26, 2012

Advanced Customer Service Skills

March – September, 2012
Various Locations

INTRODUCTION

The Michigan Judicial Institute (MJI) is pleased to announce multiple offerings of this popular one-day seminar for court staff. This is the same seminar that was offered at the Hall of Justice in August and September, 2011. The focus will be on developing advanced customer service skills, with an emphasis on handling particularly difficult customers.

The study of human behavior is no doubt subjective and we all have our own ideas about the people we deal with in the courts. This seminar will provide several models that help explain why people act the way they do and the common pattern of response, positive or negative, that is often elicited. The new concepts introduced in this seminar are designed to give you an additional set of tools to help influence your most difficult customer service interactions toward a positive result.

Upon completion of the seminar, participants will learn:

1. New methods to de-escalate the most difficult customer service situations.
2. Techniques to manage the stress associated with dealing with upset or angry customers throughout the day.
3. How to turn a potentially negative interaction into a satisfactory experience for both you and the customer.

PARTICIPANTS

This seminar is designed for court support personnel working as clerks, counter staff, judicial secretaries, and other clerical staff who are responsible for directly interacting with the public, parties, victims, family members, and attorneys.

Registration is limited to 40 participants (27 minimum) for each location and applicants will be selected on a first-come, first-served basis. MJI will attempt to ensure that at least one staff member from each court that registers is accepted to attend.

This training program is made possible through grant funding from the Michigan Commission on Law Enforcement Standards (MCOLES).

FACULTY

Ms. Lisa Kutas, Human Resources Director, Diocese of Lansing

Ms. Kutas has over 18 years of experience facilitating more than 40 different training programs on leadership, team building, coaching, presentation skills, and stress management. Lisa formerly served as the distance learning manager for MJI and as the human resources director for the Michigan Supreme Court and Michigan Court of Appeals. Lisa has a bachelor's degree in human resources and a master's degree in adult education, both from Indiana University.

SCHEDULE

The seminar will commence promptly at 9:00 a.m. and conclude by 4:00 p.m. at each location.

LOCATIONS and DATES

Date	City	Facility
Tuesday, March 20	Grand Rapids	Kent County Courthouse
Tuesday, April 17	Detroit	Cadillac Place
Wednesday, May 23	Farmington Hills	47 th District Court
Wednesday, June 27	Mt. Pleasant	SCAO Region III Office
Tuesday, July 17	Sault Ste. Marie	Ramada Plaza Ojibway Hotel
Thursday, July 19	Marquette	Ramada Inn
Friday, August 10	Gaylord	SCAO Region IV Office
Tuesday, September 18	Lansing	Hall of Justice

REGISTRATION and CONFIRMATION

Please use the following link to register: <http://courts.michigan.gov/MjiOnline>. Use the invitation code: **F743DA**. Enrollment for each location is limited to 40 participants (27 minimum.) Registration is on a first come, first served, basis. MJI will attempt to ensure that at least one staff member from each court that registers is accepted to attend. Applicants will be e-mailed a confirmation letter detailing specific on-site registration information.

Registration Deadline: Friday, March 16, 2012.

LODGING

MJI will provide double-occupancy lodging the evening prior to the seminar you select, for all participants whose court is located **more than 100 miles** from the seminar location. If you request single-occupancy lodging, you will be responsible for one-half of the double-occupancy room rate (approximately \$40.00 plus applicable taxes.) Please make an appropriate lodging request when you register.

MEALS and PARKING

Participants will be provided lunch, as well as coffee, tea, and water at the seminar.

Parking costs will be reimbursed for participants attending the Grand Rapids or Detroit seminars. If you seek reimbursement, you will be required to complete a voucher and provide a receipt for parking. Reimbursement will be mailed to you 6-8 weeks following the Grand Rapids and Detroit seminars. Participants attending the Lansing seminar will receive a parking pass for the Hall of Justice parking lot at the conclusion of the seminar. Parking is free of charge for participants attending any of the other seminars.

All other incidentals, including mileage, phone calls, etc., are the responsibility of each individual or his/her funding unit.

Facility space constraints will not allow MJI to make any arrangements to accommodate spouses, family, or friends of a participant for meals or the seminar itself. MJI facilities accommodate persons with disabilities. If you require special accommodations, please indicate your needs when you register.

QUESTIONS

Please direct questions concerning the registration to Amy Feinauer at FeinauerA@courts.mi.gov or (517) 373-5553. If you have questions about the content of the seminar, please contact Cathy Weitzel at WeitzelC@courts.mi.gov or (517) 373-7510.

Registration Deadline:

Friday, March 16, 2012