

Workforce Bulletin – December, 2016

Human Resource Directors' Symposium - Delayed

In September's Workforce Bulletin we mentioned that we were going to try and plan a Human Resource Symposium in February. Due to the "roll-out" of the new customer service training program, we will have to delay this event until mid-year 2017. Sorry for any inconvenience this might cause.

Roll-Out of the New Customer Service Training Program

Through a grant provided by the Partnership for Community Health, we were able to schedule the League's "new" customer service training program at twelve (12) health centers throughout Massachusetts. The training is divided into three segments – *Ultimate Customer Service* (for senior leadership), *Managing the Customer Service Function in Your Organization* (which is for managers and supervisors of employees who interact with patients either on the phone or in person) and *ACES, Customer Focused Customer Service* for all other staff within your health center.

We have also developed another customer service training entitled, *Building Customer Service Skills* which we provide to new employees (employees who have been working in your health center for 3 months or less). This training will be held at the Mass League and will be schedule every 2-months. The first *Building Customer Service Skills* training will be held on February 23, 2017 starting at 8:30 AM. In the next few days we will be sending out additional training dates. If you are interested in having your "new" employees participate in this type of training, please contact, Janice Brathwaite at jbrathwaite@massleague.org and she will provide you with additional information.

Advanced Medical Assistant Training

The grant we were given by Commonwealth Corporation to conduct Advanced Medical Assistant Training, will be ending on December 31, 2016. The Mass League is currently working to find ways to continue the training and expand to other health centers. We want to thank all of the health centers who participated in the training and we hope it provided training that was helpful to your medical assistants.

Human Resource Listserv

On occasion we receive requests form health center personnel who are not HR Directors but want to be added to the HR Listserv. We established this communication mechanism for HR Directors so they could have a "space" to communicate as well as learn from each other. We believe it has helped to facilitate this in the past 1 year plus it has been in existence. Individuals who are not HR Directors will not be added to the Listserv. We regret we cannot accommodate everyone who wants to be added, but in order to keep the lists integrity and allow the HR

Directors to ask questions or provide information that is relevant to them, we feel it is the best option.