

**FREE  
STAFF TRAINING  
OPPORTUNITY!**

# Customer Service Training

with a diversity, equity, and inclusion lens

**Northfield business owners,  
managers, HR professionals  
and employees:**

You are invited to attend this **FREE customer service training**, based on the **results of a city-wide survey** conducted by the Northfield Racial & Ethnic Equity Collaborative during the spring of 2022.

Gain insights from the survey results and practice skills that **help create an inclusive and welcoming environment** for your workplace or business.



**NREEC**  
Northfield Racial  
& Ethnic Equity  
Collaborative



## ➔ Training for business leaders and HR professionals

**Dates and Times Offered** (select **one**):

- ➊ Wednesday, August 3, 9:00–11:00 a.m.
- ➋ Wednesday, August 10, 1:00–3:00 p.m.

**Location:** Carleton College | Weitz Center for Creativity, Room 236,  
320 3rd St E, Northfield, MN 55057

### **Learning Outcomes:**

- Explain the primary themes and insights of the local survey
- Explain the value diverse teams deliver compared with non-diverse teams
- Practice key leadership skills that help create an inclusive and welcoming environment
- Teach, model and reinforce key customer service behaviors, even in a busy work environment
- Assess your office or business to determine the degree to which it is welcoming and inclusive
- Explore self-reflection techniques to assess the degree to which you are an inclusive leader

## ➔ Training for employees

**Dates and Times Offered** (select **one** of the **four options**):

- ➊ Wednesday, August 3, 2:00–3:00 p.m.
- ➋ Wednesday, August 3, 5:00–6:00 p.m.
- ➌ Wednesday, August 10, 10:00–11:00 a.m.
- ➍ Wednesday, August 10, 5:00–6:00 p.m.

**Location:** Carleton College | Weitz Center for Creativity, Room 236  
320 3rd St E, Northfield, MN 55057

### **Learning Outcomes:**

- Explain the primary themes and insights of the local survey
- Link customer service with treating all people with respect and dignity, the assurance of equity, and the establishment of an inclusive environment
- Practice key customer service skills that help create an inclusive and welcoming environment
- Explore self-reflection techniques to assess the degree to which you are inclusive



### **Your Presenter:**

Jim Langemo has been engaged in diversity-related work since 2004 and has been facilitating customer service training since the mid-1990s. He has worked with organizations across the United States and led award-winning diversity programs. He is currently the chief administrative officer at Hennepin Theatre Trust. His training on customer service with a diversity lens is focused on the customer experience, the employee experience, and an organization's bottom line.

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