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TITLE: Training the Whole Person

DESCRIPTION: Whether you have one employee or 1,000 developing policies and procedures is just one part of the employee education process. Element Care will share industry best practices to develop the whole person. We'll discuss hands-on and communications-based programs which capitalize on individual learning strengths. The end result is staff that are committed to providing the best possible customer service.

In addition, Element will educate participants on the benefits of onsite certification programs, to give each employee a career path and something to aspire to. This increases an employee's longevity within an organization and a continuum of quality customer service.

LEARNING OUTCOMES:

The participants will:

- Learn how to conduct adult training sessions that are holistic with a focal skills approach.
- Identify ways to incorporate employee education sessions in communication and customer service, critical thinking exercises, technical reviews and updates as well as team building.
- Gain take away tips and suggestions on how to make your representatives and/or call centers more effective and efficient
- Attendees will also receive insight on where free resources can be found.

BIOGRAPHICAL INFORMATION:

MATT ZEMON, PRESIDENT, ELEMENT CUSTOMER CARE – POWERED BY CSG

A marketing and operations specialist, Mr. Zemon brings over 15 years of operations and marketing experience to Element Customer Care. Prior to founding Element Mr. Zemon was the President of Bulk TV & Internet, a private cable operator with over 30,000 subscribers across the nation.

Element Customer Care is a Durham, NC-based company that offers CSG billing services, tech support and an elite customer service call center. Element's partnership with CSG Systems gives its clients access to CSG's unique combination of solutions, services and expertise to improve operational efficiencies and deliver a quality customer experience in a competitive marketplace.

Element, powered by CSG Systems, was named "Preferred Billing and Customer Care Provider" for the National Cable Television Cooperative. As of early 2008, Element supports over 100,000 cable and internet customers as well as over 300,000 hotel rooms and has over 250 employees and full-time contractors.