



CONNECT TO WORK – Six-week Customer Service Training Program

The Urban League of Philadelphia’s Connect To Work program is the area’s premier program for developing, refining and pipelining customer service and call center professionals. This is a program that focuses on preparing and connecting service oriented individuals with jobs today, in preparation for careers tomorrow, inspiring participants to reach their goals while building extraordinary relationships.

CURRICULUM

CUSTOMER SERVICE

- Interacting with clients
- Solving Problems
- Working with irate customers
- Sales and Up-selling
- Call Center terminology and simulations

BUSINESS COMMUNICATIONS

- Fundamentals of interpersonal communications, including verbal, written, email and social media
- Call center culture
- Business & phone etiquette
- Team building

CAREER PREPARATION &

WORKFORCE DEVELOPMENT

- Local job market education & analysis
- Job search planning
- Resume & interview coaching
- Networking
- Job placement assistance
- Post employment support
- Math and Language Arts refreshers
- Digital Literacy course work and projects

PROGRAM OVERVIEW

DETAILS

- FREE 6-week course
- Schedule: Monday – Thursday
- Hours: 9am-5pm
- Location: Honickman Learning Center, Comcast Technology Labs, 1936 North Judson St., Philadelphia

IDEAL PARTICIPANT

- Individuals with service or sales related work experience seeking to strengthen their skills, become re-educated with current market place trends and connect with career oriented employment.

ENTRANCE REQUIREMENTS

- Minimum of HS Diploma/GED
- Prior experience in a customer service or sales related position

SUPPORTERS INCLUDE

- American Red Cross
- Accounts For You
- Adecco
- AmeriHealth Caritas
- The Boeing Company
- City of Philadelphia
- Comcast
- Enterprise Holdings
- Independence Blue Cross
- PECO
- PGW
- PHEAA
- PRWT Services, Inc.
- TD Bank
- Temple University
- Thomas Jefferson Hospital and University
- UPS

The Urban League of Philadelphia is an affiliate of the National Urban League. Our vision is to build alliances and create equal opportunities that foster economic empowerment, advancement and achievement for the underserved in the Greater Philadelphia region.

FOR MORE INFORMATION CALL: 215.985.3220 ext. 210
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Delivered in partnership with: Project H.O.M.E.’s Honickman Learning Center and Comcast Technology Labs.