

# Exemplary Customer Service in Our Schools

## Workshop Description:

This one-day Key2Ed workshop will present ideas/concepts on implementing a welcoming culture while servicing education's customers, students and families, and how we can provide exemplary service to them. Participants will explore best practices in customer service and discuss how we can utilize and adapt these practices to education at the district and school levels, to promote quality educational practices. Communication tools, activities, and ideas will be presented to assist all district staff in developing lasting positive relationships with each other and with families, students and the surrounding community.

## Presented by: Joyce Little, EdD

Dr. Joyce Little began her special education career as a speech/language pathologist teaching students with language disabilities. The scope of her twenty-five years experience in education includes administering local special education programs in California school districts.

Throughout her career, Joyce has built collaborative relationships among district staff and parents for the benefit of students. She consistently promoted a positive and inviting culture to foster positive parent involvement and participation. The concept of quality customer service to families and students led Joyce to co-found Key2Ed and develop the Key2Ed method of IEP Facilitation.

## Intended Audience:

Special Ed Administrators, Building level administrators, Special Ed teachers, General Ed teachers, IEP coordinators, School support staff, Parents, Students & State Mediators

### **April 3, 2020**

Sign-In: 8:00 AM to 8:30 AM  
Workshop: 8:30 AM to 4:00 PM

### **Location:**

Manteca Unified School District  
2271 W. Louise Ave.  
Manteca, CA 95337  
Conference rooms 202 & 203



# REGISTRATION FORM

## Exemplary Customer Service in Our Schools

**April 3, 2020**

**Deadline for Registration: March 23, 2020**

**Training Location: Manteca Unified School District**

Sign-In: 8:00 AM to 8:30 AM | Training: 8:30 AM to 4:00 PM

Fee: SJCOE SELPA Districts \$125 | All other participants: \$200

(includes breakfast & lunch)

**PRESENTER: Joyce Little, EdD**

Name: \_\_\_\_\_ Job Title: \_\_\_\_\_

District/Agency: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Registrations will be accepted on a first come, first served basis only. To confirm your registration and payment have been received, or if special accommodations are necessary, please contact Pam Abdollahzadeh at (209) 468-9283 or email at pabdollahzadeh@sjcoe.net at least 2 weeks prior to this event.

We regret to inform that **NO REFUNDS** can be given; however substitutions are welcomed.

**Payment Methods Accepted:**

(NO PURCHASE ORDERS ACCEPTED)

Check (payable to SJCOE)

Credit Card Link INSIDE SJCOE—\$125: <http://tinyurl.com/s44hyxo>

Credit Card Link OUTSIDE SJCOE — \$200: <http://tinyurl.com/rrkkpnw>

District Journal (San Joaquin District ONLY - see your District Business Office personnel to process journal)

**Remit Form & Payment to:**  
San Joaquin Office of Education  
SELPA Dept. Attn. Pam Abdollahzadeh  
P.O. Box 213030  
Stockton, CA 95213-9030

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Program / Department: SELPA Inservices

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