



Experience Communication
Strategic Advisor Analytical Skills Knowledge
Competencies Leadership
HR University Commitment
Mentoring
Strategic Thinking
Career Paths
Networking Opportunity
Investment

HRU Flash Mentoring Program

CHIEF HUMAN CAPITAL OFFICERS (CHCO) COUNCIL PRESENTS:

Enhancing Customer Service Skills

A G E N D A

12:00-1:00 Registration

1:00 -1:05 Introduction

- Jamesa Moone, Senior Advisor, CHCO Council

1:05-1:15 Special Remarks and Keynote Speaker Introduction

- Sydney Rose, Deputy Chief Human Capital Officer, Department of Labor

1:15-1:30 Keynote Speaker

- Edward C. Hugler, Deputy Assistant Secretary for Administration and Management, Department of Labor

1:30-1:35 Program Overview

- Neerav Shah, Program Specialist, CHCO Council

1:35-3:15 Mentoring Sessions

- Round 1 – *Customer Service Standards* (1:35-2:05)
- Round 2 – *Performance Culture* (2:10-2:40)
- Round 3 – *Link Between Motivation and Customer Service* (2:45-3:15)

3:20-3:25 Thank Mentors and Participants

3:25-3:55 Networking Session, Evaluations

3:55-4:00 Closing Remarks

Please turn in your evaluations as you exit.

Thursday, February 7, 2013

1:00 p.m. to 4:00p.m.

Frances Perkins Building

200 Constitution Ave., NW

Washington, DC 20210

U.S. Department of Labor