

Short Training Videos & Other Resources (NH Customer Services and Conflict Resolution Training Supplement & Respect and Civility Training, Diversity, Equity & Inclusion)

Workplace and work situations

Dealing with Difficult Annoying People

Time: 9:46 <https://youtu.be/pmVF23QXY10>

Conflicts in the Workplace: Sources & Solutions

Time: 4:05 https://www.youtube.com/watch?v=T_nM3NBCo-M

How to resolve workplace conflict

Time: 8:56 <https://www.youtube.com/watch?v=fRbYpJAX2hA>

Conflict Resolution: Phone Skills Training

Time: 2:00 https://www.youtube.com/watch?v=T51z_S3CNBo

Customer/Participant situations

Conflict Resolution

Time: 3:33 <https://youtube.com/watch?v=KY5TWWz5ZDU>

Dealing with an Angry Customer Training

Time: 2:46 <https://www.youtube.com/watch?v=T20hV4ynU7o>

NEW (07/2022) Customer Service Training: Never Argue

Time: 1:35 <https://www.youtube.com/watch?v=Z9uC8aF-RCw>

Why Customer Service Matters

Time: 3:58 <https://www.youtube.com/watch?v=nxtaMdu55Ug>

Dealing with the Irate Customer

Time: 4:34 <https://www.youtube.com/watch?v=oQtArj5U5I4>

Training Videos - WIC Customer Service

The Arizona Department of Health has put together a series of videos representing various appointment scenarios from WIC clinics. The videos range from one minute to four minutes. Topics covered; Appointment Success, Appointment Frustration, Checking in, Lucky to see RD, Punished for seeing RD, Welcoming Clerk, Condescending Clerk, Miscarriage, Miscarriage Empathy and many more.

Videos: 38, Total Time: 71:26 (38 Short video clips)

https://www.youtube.com/playlist?list=PLeL9ROmy1WLSGVpILHRx6y0_w4UA_GsJx

Article – 12 Skills Summary/Conflict Resolution Skills
<https://www.crnhq.org/12-skill-summary/>

Respect & Civility Videos

NEW (7/2022) Civility and Respect

Time: 3:51 <https://www.youtube.com/watch?v=rOLKgw63tWc>

NEW (7/2022) Learn about the National Standard – Civility and Respect

Time: 4:08 <https://www.youtube.com/watch?v=dMIcbVOWvQ8>

NEW (7/2022) 10 Actions You Can Focus on to Influence Culture of Respect, Civility in your Workplace

<https://legacycultures.com/10-actions-you-can-focus-on-to-influence-culture-of-respect-civility-in-your-workplace/>

NEW (7/2022) USDA ARS – Ten Tips for Creating Respect and Civility in Your Workplace

<https://www.ars.usda.gov/ARSUserFiles/ODEO/crp/Ten%20Tips%20for%20Creating%20Respect%20and%20Civility%20in%20Your%20Workplace.handout.pdf>

Diversity, Equity, and Inclusion (DEI)

NEW (7/2022) WIC Learning Online Course –

<https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol>

- Becoming a DEI Ally and Agent for Change – 34 minutes
- Moving from Bias to inclusion in a DEI Journey – 32 minutes
- Embedding Inclusion into Everyday Experiences – 35 minutes