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# THE NH TRAINING INSTITUTE ON ADDICTIVE DISORDERS

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Presents:

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## IMPROVING OUTCOMES THROUGH GREAT CUSTOMER SERVICE!

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with Jackie Valley, CPS

A 6 HOUR TRAINING EVENT ON FRIDAY, DECEMBER 4, 2009

8:30 a.m. – 3:30 p.m. (registration begins at 8:00 a.m.)

at Dr. Thomas Fox Memorial Chapel, Main Bldg., 105 Pleasant Street, Concord, NH

**DESCRIPTION OF THE PRESENTATION:** In a time when agencies and organizations must focus on sustainability and strategic planning, it is easy to forget that our primary role is to serve people. At the heart of this, we must strive to improve every level of customer service in order to maintain a competitive edge, increase referrals, improve retention and provide quality service to our customers. Knowing how to provide great service is one of the keys to growing and sustaining a business. This workshop teaches fundamental service principles and practices that raise service levels and improve the customer experience at every point of contact while improving organizational outcomes. Learning Objectives:

- ❖ Recognize the different levels of internal and external service
- ❖ Understand how National Outcome Measures can be improved through advanced customer service
- ❖ Understand how customers get service value from your organization
- ❖ Understand rising customer expectations
- ❖ Evaluate the experience you currently deliver and set goals for the future
- ❖ Create personal action plans

**CPS Category: Prevention Practice and Theory**

**LADC Performance Domains: V Category of Competence: 13**

**ABOUT THE PRESENTER:** Jackie Valley, CPS is the Executive Director and Founder of the Community Diversion Program, a court diversion program for youth in Eastern Rockingham County, New Hampshire. In addition to her work with youth, Jackie is the Secretary, and founding board member of the NH Treatment and Prevention Providers Association; an active workgroup member for the creation and implementation of the prevention certification process in New Hampshire; an active member of the National State Association of Addiction Services and currently the co-chair of the National SAAS/NIATx Conference. Jackie has lectured on Juvenile Justice and Prevention at local colleges since 1997 and trained professionals on a local, State and National level on Customer Service.

Register by: November 27, 2009

Fee: NHADACA Members \$25.00 Non-Members \$35.00

Lunch will be provided

NASW CEUs \$5.00

**For registration information contact: Kim Hoitt, 528-6800 or [nhtiad@myfairpoint.net](mailto:nhtiad@myfairpoint.net)**

## REGISTRATION FORM:

Name:			
Title:			
Agency:			
Mailing Address:			
Email Address:			
Work Phone:			
Home Phone:			
NHADACA Member?	YES	NO	
Who is responsible for payment ?	Agency Contact Email Address:		
Training (s) you are registering for: Date                      Title	Fee	Add \$5.00 for NASW credits	Total fee

### REGISTRATION FEES:

NHADACA Members                      \$25.00  
for 6 hour trainings (unless otherwise listed)  
partial & multi-day trainings priced differently

Non-Members                      \$35.00  
for 6 hour trainings (unless otherwise listed)  
partial & multi- day trainings priced differently

NASW credits      \$ 5.00 per training

**Make checks payable to NHADACA.**

**TOTAL FEE SUBMITTED:**

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For more information, or to send registration forms or cancellation notice, please contact:

### NHTIAD REGISTRATION AND CANCELLATION POLICY

All registrations and cancellations must be received in writing via mail, email or fax.

If registration is not accompanied by payment, you or your agency, are still responsible for full payment and, in the event of non-attendance/NO SHOW (without proper cancellation as outlined below) will be sent an invoice, as materials and food have been purchased in reliance on your registration. No refunds will be issued.

You may cancel your registration up to seven days before the training by transferring your registration to another NHTIAD training of your choice within 12 months or by sending a substitute from your organization. No refunds will be issued. If you need to cancel less than seven days prior to the designated training, there will be no refund, however you may send a substitute in your place. When using US mail, the postmark will determine date of cancellation.

Apart from inclement weather or trainer illness, if NHTIAD must cancel a training, this determination will be made ten days prior to the date of the training, and you will have the option of a full refund or transferring your registration to another training. In the event of trainer illness or weather cancellation as determined by NHTIAD, NHTIAD will make every reasonable effort to reschedule the event in a timely fashion. You will have the option of attending on the new date, a full refund, or transferring your registration to another training. To verify if an event is being cancelled due to weather conditions, call (603) 528-6800, after 6:30 a.m. the morning of the event. The

answering machine will have any cancellation information, if needed. If you call, and there is no message referencing cancellation, then the training is proceeding as scheduled.

Send registration or cancellation information to:

**Mail:** Dianne Pepin  
c/o NHADACA  
25 Country Club Rd, # 604  
Gilford, NH 03249

**Email:** [nhtiad@myfairpoint.net](mailto:nhtiad@myfairpoint.net)  
[nhtiad@gmail.com](mailto:nhtiad@gmail.com)  
**Fax:** (603) 528-2105

## **DIRECTIONS TO THE DR. THOMAS FOX MEMORIAL CHAPEL IN CONCORD, NH**

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From the South (Manchester): Take I-93 North, to exit 13. Turn left at the end of the exit. Turn left at the third light onto Pleasant Street. Once on Pleasant Street go straight through three sets of lights then turn left into State Office Park South. Park in the large lot directly in front of you or bear right for other visitor parking. Main Building will be up the hill on the right. Enter Main Building, check in with security, then follow signs to the chapel. The Dr. Thomas Fox Memorial Chapel is straight up the stairs at the 2½ floor landing.

From the West (Keene): Take Route 9 to I-89 South/Concord. Take exit 2. Turn right at the end of the ramp (down the hill). At the first light, turn left onto South Fruit Street. At the next light, take your immediate right onto Pleasant Street. Just over the next hill, turn right into State Office Park South. Park. Park in the large lot directly in front of you or bear right for other visitor parking. Main Building will be up the hill on the right. Enter Main Building, check in with security, then follow signs to the chapel. The Chapel is straight up the stairs at the 2½ floor landing.

From the North (Plymouth/Berlin): Take I-93 South to exit 14. Turn right at the end of the exit. Take a left at the second set of lights onto Main Street. Turn right onto Pleasant Street. Once on Pleasant Street go straight through three sets of lights then turn left into State Office Park South. Park in the large lot directly in front of you or bear right for other visitor parking. Main Building will be up the hill on the right. Enter Main Building, check in with security, then follow signs to the chapel. The Chapel is straight up the stairs at the 2½ floor landing.

From the East (Portsmouth): Take Route 4 to I-393 to Concord. Stay straight on I-393 to North Main Street, turn left at the light onto North Main Street. Staying

straight through Main Street, you will turn right at the 4<sup>th</sup> light onto Pleasant Street. Once on Pleasant Street go straight through three sets of lights then turn left into State Office Park South. Park in the large lot directly in front of you or bear right for other visitor parking. Main Building will be up the hill on the right. Enter Main Building, check in with security, then follow signs to the chapel. The Dr. Thomas Fox Memorial Chapel is straight up the stairs at the 2½ floor landing.

### **Drive Safely.**

If you are concerned about a training being cancelled due to the weather conditions, call (603) 528-6800, **after 6:30 a.m. the morning of the event**, to check the status. The answering machine will have any cancellation information, if needed. If you call, and there is no message, then the training is proceeding as scheduled.