



About ERC

In 2020, ERC marks its 100 year anniversary. ERC helps organizations make their workplaces great by providing expert people solutions that include training, consulting, research, and HR support services. We're the creators and producers of NorthCoast 99. ERC also sponsors the ERChhealth insurance program in Ohio. We're a proud three time When Work Works Award Winner, too.

Re-opening soon?

ERC can help ensure a successful re-opening training for your staff.

ERC Training can design a highly customized approach to help your staff adjust to the re-opening guidelines that you have established.

The purpose of this training is to:

- Explain and clarify the organization's staff rules and re-opening protocol
- Introduce and explain the organization's Visitor philosophy and best practices
- Explain how to create positive interactions and experiences for visitors and customers
- Describe how to handle difficult situations and de-escalate potential conflicts

Presentation 1: Staff Rules and Re-Opening Protocol (1 to 1.5 hours remote training)

Reopening protocols with a focus on safety:

- At home
- At work
- When interacting with coworkers
- When engaging with visitors and customers

Presentation 2: The Visitor Experience (1 to 1.5 hours remote training)

Introduction to Visitor Experience Guidelines

- Importance of Guidelines
- Overview of Guidelines and Expectations

Creating Positive Interactions with Others

- What is a Positive Interaction?
- Impact of Negative Interaction/Experience
- Creating Positive Interactions (active listening, positive body language, etc.)

Presentation 3: Handling Difficult Situations and Resolving Conflicts (1 to 1.5 hours remote training)

Facilitated by Professional ERC Trainer in conjunction with staff

Handling Difficult Situations/Resolving Conflicts

- What to do if faced with a difficult situation?
- How to de-escalate a potential conflict
- Common situations/scenarios and resolutions

FOR MORE INFORMATION CONTACT:

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