

Veteran Customer Focus Learning Program

The Veteran Customer Focus Learning Program provides hands-on strategies and customer service tools to build a strong, collaborative Veteran support network. Understanding and effectively communicating VA's mission to both internal and external audiences is a central theme throughout this program. Using VA-specific scenarios and interactive exercises, you'll learn ways to effectively counter stressful situations, find alternative solutions and work successfully with stakeholders. By enhancing your customer service skills, you'll be able to effectively address and champion the needs of our nation's Veterans.

Competency description: Advocates for Veterans, Meets customers' needs

The graphic below shows the courses that make up the Veteran Customer Focus Learning Program, along with the proficiency level, format, and duration. Mouse over the icon to see the course description and competency for each course. Select the course title to register in TMS.



Mouse over the icons to view course descriptions



Veteran Customer Focus Learning Program

The Veteran Customer Focus Learning Program is sponsored by VALU's Career and Employee Development (CED) Directorate. The courses in this learning program focus on essential knowledge and skills that are important for all VA employees, regardless of your occupation or career field. With most courses now available in engaging virtual formats, it's easier than ever to get the training you need. Courses are offered at the foundational, intermediate and advanced levels to help you improve job performance at every stage of your career. The courses in the Veteran Customer Focus Learning Program align with VA's All Employee Competencies.

Veteran Customer Focus Overview

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Courses Available in FY 2014

Understanding Customer Service

Understanding the unique needs of Veterans and their families requires a sincere dedication to serving all customers professionally and compassionately. In this course, you'll learn ways to build positive relationships with Veterans and their families and internal and external customers to ensure VA's mission and goals are clearly communicated and met.

Level: Foundational. **Format:** Virtual Instructor-led Training. **Duration:** 8 hours across 3 weeks. **Competency:** Advocates for Veterans. **TMS Course ID:** OHRA-027.

Communicating Positive Customer Service

Building positive relationships with internal and external customers is an essential component of achieving VA's mission. Using VA-specific scenarios, critical thinking skills and collaborative problem-solving techniques, you'll learn methods for instilling continuous process improvement throughout your team and organization.

Level: Foundational/Intermediate. **Format:** Virtual Instructor-led Training. **Duration:** 10.5 hours across 3 weeks. **Competency:** Meets Customers' Needs. **TMS Course ID:** OHRA-028.

Advocating for Your Customer

VA is entrusted with caring for America's Veterans and their families. Becoming advocates for Veteran issues and promoting VA initiatives requires keen attention to how words and actions represent VA as a whole. This course uses VA-specific scenarios to introduce you to strategic customer service. Learn how to take ownership of customer needs; set SMART (specific, measurable, attainable, relevant and timely) goals; and measure customer service quality. You'll apply the Customer Advocacy Process (CAP) and the Engage, Act and Resolve (EAR) model.

Level: Intermediate. **Format:** Virtual Instructor-led Training. **Duration:** 12 hours 30 minutes across 3 weeks. **Competency:** Meets Customers' Needs. **TMS Course ID:** OHRA-029.

Preventing and Resolving Customer Service Breakdowns

This course defines advanced customer service under VA's "I CARE" initiative in the form of customer service and coaching behaviors that can positively impact Integrity, Commitment, Advocacy, Respect and Excellence. You will learn customer service skills that you can apply immediately and share through coaching to improve the skills of others.

Level: Advanced. **Format:** Virtual Instructor-led Training.

Duration: 6 hours across 2 weeks. **Competencies:** Advocates for Veterans and Meets Customers' Needs.

TMS Course ID: OHRA-030.