

## The Truth Series

Introducing a brand new way of training that is designed to be quick, entertaining and of course—effective! The Truth Series is a set of four programs—each anchored by a short four or five minute video filled with fast-moving images and tongue-in-cheek humor. The Truth Series includes these 4 programs:

### Who Should Take This Course

All Employees

#### 1. The Truth About Business Casual

Key Training Points:

- A business casual policy has both benefits and drawbacks
- Business casual does not mean anything goes
- Appropriate business dress will vary from one organization to another, one position to another
- Good grooming still matters
- Dressing appropriately will enhance your career

#### 2. The Truth About Customer Service

Key Training Points:

- You should broadly define the term “customer”
- Quality customer service doesn’t mean just relying on rules and regulations
- Good customer service starts with attitude and ends by taking action
- Technology changes how you serve customers
- Poor customer service hurts your organization

#### 3. The Truth About Email

Key Training Points:

- Your recipients appreciate consideration
- Grammar still counts
- Email isn’t private
- Email isn’t anonymous
- Email isn’t always the answer
- Personal email should remain personal

(See Page 2 for #4)

### 4. The Truth About The Internet

#### Key Training Points:

- Fooling around on the Internet can expose your organization to serious technical risks
- Surfing in the wrong places can lead to lawsuits
- Goofing around online at work wastes time
- Misusing the Internet can harm your career
- You can use the Internet and maximize its risks

#### Course Details

- Length: 30 minutes – 1 hour per “truth”
- Format: Facilitated Discussion
- Min/max participants:

Pre-requisites: none