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## Mrs. Hyatt's Training Schedule

The following sessions will all be conducted at the SDT Center - 9am to 4pm daily.

### July 2018

- 1 & 2 - Customer Service Day 1 and Day 2
- 16 - Frontline Skills
- 30 - Work Ethics

### August

- 14 & 15 - Customer Service Day 1 and Day 2
- 16 - Navajo Clanship
- 23 - Stress Relief
- 24 - Time Management

### September

- 4 - Toxic Workplace Environment
- 5 & 6 - Customer Service Day 1 and Day 2
- 13 - Work Ethics
- 14 - Navajo Clanship



*To attend a session, you will need to fill out a Registration Form which is downloadable from our website - listed above.*

#### **Cost:**

*\$125.00 per person per session  
Customer Service - \$200.00*

## **About the Instructor:**

**Mrs. Vera A. Hyatt,**  
Training Instructor  
BA in English/Communications  
Langevin Certified Master Trainer  
Langevin Certified Professional Trainer  
UC Davis Certified ICM Trainer  
Plus additional certifications

Mrs. Hyatt as worked in the training arena for the past 25 years, she is fluent in the Navajo and English languages and has ample experience in the Human Services field. Contact her for answers to your questions. Mrs. Hyatt can also take the trainings to your area. She also covers many other training topics.