

NCWorks Service Keys: Unlocking Excellence



Have you ever wanted to raise the bar in your customer service delivery and didn't know how? This enlightening and interactive training will teach you how to use proven private sector service concepts and best practices, while creating emotional connections with your customers.

Training is offered in two flexible formats, designed to meet the needs of your Center. Please see the descriptions below or visit us at www.ncwtc.com.



Live Training

- Traditional face-to-face training.
- Each session is approximately three hours.
- Two sessions can be facilitated in 1 day for any location, with a morning and afternoon session.
- Contact the NCWorks Training Center for details and to set up your session today!



On Demand Training

- Pre-recorded and accessible 24/7.
- Choose to view each of the 3 Guided Webinar modules as group or individually.
- Guided Webinar training delivers impactful team-centered training at your location, with your facilitator, and at your convenience.
- Access instructions and materials on our [website](#) and contact us if you need assistance.

Registration required.
Visit www.ncworkforcetraining.com.
See next page for registration instructions.



NEW STUDENT ACCOUNT

1. Go to www.ncworkforcetraining.com.
2. Click on **New Students Click Here**.
3. Complete ALL profile information.
4. Enter Security Image Code, click **Submit**.
5. A confirmation email with your User ID and password will be sent upon approval.
6. See below to enroll in a course.

RETURNING STUDENTS

1. Go to www.ncworkforcetraining.com.
2. Enter your User ID and Password, click **Login**.
3. First time users will be prompted to set up a security question and answer.
4. Click **Enroll in Courses/Events**.
5. Select your course, click **Enroll**, request special needs if applicable, and click **Submit**.
6. You will receive an enrollment confirmation via email.

REGISTRATION: You must register online prior to a workshop, training class, or other special event. Confirmation of registration, with details, dates, times and location will be emailed one week prior to the session.

PAYMENT: Submit payment prior to the start of class by check or money order, payable to the NC Department of Commerce / Workforce. Name(s) of participants must be included on the check.

TRAINING SESSION CANCELLATION: We reserve the right to cancel or postpone sessions based on insufficient registrations or other unforeseen circumstances. You can transfer to an alternate session or registration fees will be refunded. Please allow six weeks for refunds to be processed.

CANCELLATIONS AND SUBSTITUTIONS: To cancel a registration or make a substitution, email ncwtc@nccommerce.com. Submit cancellations and substitutions in writing at least 48 hours prior to the session (unless otherwise specified) to avoid paying the full registration fee.

SPECIAL NEEDS: Please include special needs requests when you register online. We can only guarantee provisions for special needs when notified at least two weeks in advance of training.

LODGING: A list of convenient hotels is available at www.ncworkforcetraining.com/Lodging.aspx.



Do you have questions or need help with registration? Call the Training Center at 919-814-0399 or email ncwtc@nccommerce.com.



Equal Opportunity Employer Program.
Auxiliary aids and services available upon request to individuals with disabilities.