

**Excel Thru Learning:** Soft Skills Training and Development specialists providing customized classroom and online programs including Accessible Customer Service, Leadership, Coaching, Performance Management, Communications, Team Building, Problem Solving, and Time Management.

- **Cost Effective Compliance with Accessibility for Ontarians with Disabilities Act, 2005, Accessible Customer Service Regulation**
- **Enhanced Customer Service delivery to differentiate your organization and create customer loyalty**

### Classroom Program

<p><b>Enhanced Customer Service capability and increased customer satisfaction</b></p>	<ul style="list-style-type: none"> <li>▪ Relevant, quality customer service content</li> <li>▪ Draws from ETL's extensive Customer Service expertise</li> <li>▪ Delivered by experienced, knowledgeable, enthusiastic facilitators</li> </ul>
<p><b>Content to address AODA Customer Service Regulation training requirements and support diversity in the workplace</b></p>	<ul style="list-style-type: none"> <li>▪ Developed in consultation with members of the disabled community and accessibility experts</li> <li>▪ Value and benefits of providing Gold Standard service for customers with a disability or with accessibility needs</li> <li>▪ Practical tools for providing customer service to those with disabilities</li> <li>▪ Communication tips to use with customers with a disability</li> <li>▪ Accessibility legislation overview and resources</li> <li>▪ Incorporation of client's customer service and accessibility policies</li> <li>▪ Customized to client-specific customer accessibility situations</li> </ul>
<p><b>Optional Blended Learning</b></p>	<ul style="list-style-type: none"> <li>▪ Combine ETL's classroom and online programs</li> <li>▪ 24/7 access to the online program</li> <li>▪ Classroom program reinforces participant learning's from online program and incorporates client specific aspects of accessible customer service</li> </ul>