



Healthcare Customer Service Career Training Program

Creating a Foundation for a Career in Healthcare Customer Service

Community of Hope, a DC healthcare provider, offers an *employer designed and sponsored job skills training* for District of Columbia residents looking for careers in healthcare. In this four-week training, participants will learn foundational skills needed for a successful career in healthcare customer service, such as:

- Communicating clearly and with tact and diplomacy
- Offering constructive feedback
- Managing stress and conflicts in a work environment
- Forming strong relationships with patients, coworkers, and supervisors

Graduates from the program will be given a *Certificate of Excellence in Healthcare Customer Service*, a *personalized letter of recommendation*, free scrubs, and potential *job opportunities* with DC healthcare providers.

Training Dates and Times:

Saturday, June 29, 10:00AM - 3:00PM

Tuesday, July 2, 6:30 - 9:30PM

Tuesday, July 9, 6:30 - 9:30PM

Thursday, July 11, 6:30 - 9:30PM

Saturday, July 13, 10:00AM - 3:00PM

Tuesday, July 16, 6:30 - 9:30PM

Thursday, July 18, 6:30 - 9:30PM

Tuesday, July 23, 6:30 - 9:30PM

Thursday, July 25, 6:30 - 9:30PM

Saturday, July 27, 10:00AM - 3:00PM

Note: Participants must attend all sessions.

Interested, but can't attend on these dates? Call for more information on the next series of sessions.

Full Scholarships Available!

Get more information or apply
www.communityofhopedc.org/training
(202) 407-7754



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