



Human Resources

UMMS 6+1 Core Competency Program MAY'S FEATURED CORE COMPETENCY: **'Service Orientation'**



May's featured LMS course, 'Providing Effective Internal Customer Service,' will teach you to:

- recognize internal customers and internal customer service providers
- recognize the importance of identifying your internal customer service relationships
- recall benefits of identifying and getting to know your internal customers
- identify examples of techniques for identifying mutual expectations with internal customers
- recognize examples of guidelines for taking action and gathering feedback from internal customers
- recall guidelines for providing internal customer service
- recognize actions that demonstrate an internal customer service attitude
- use guidelines and strategies to identify and assist your internal customers

LMS ONLINE COURSE

'Providing Effective Internal Customer Service'

The 30-minute online course will launch through the LMS on Monday, May 3rd, and will be available until end of day, Friday, May 14th. The online course is a pre-requisite to attending any of the Live Zoom sessions.

NOTE: If you do not see the online course on your LMS Learner Dashboard, it may be that you have previously completed the course. Check your 'Achievements' tab in the LMS to confirm.

Email LMSsupport@umassmed.edu if you have additional questions.



If you have an active LMS account, [click here to log in.](#)

If you don't have an active LMS account, [click here.](#)

LIVE ZOOM SESSIONS

After completing the online course, you will be able to register for a Live Zoom session through the LMS via the *Live Sessions* tab. The Sessions are available on May 18 or 19. Both Zoom sessions are 90-minutes in length and start at 9:30 a.m.



NEED HELP? If you need help registering for the Live Zoom session, [click here.](#)

MANAGERS +1 LIVE ZOOM

After completing the online course, and participating in one of the Live Zoom sessions offered May 18 or 19, managers with direct reports will be eligible to register through the LMS for the +1 Live Zoom session on **May 25th** at 9:30 a.m.

NOTE: The UMMS 6+1 Core Competency Program is part of the 6-Month Learning Cycle that runs throughout the year. If you missed a previous session, it will be offered again during the learning cycle.

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