



Jim Haining <jhaining@gmail.com>

FORWARDED BY MIKE GIFFORD: Learn Wherever You Are! [FROM NAHRO]

1 message

HAPA <mgifford@procurementassistance.org>
Reply-To: HAPA <mgifford@procurementassistance.org>
To: jhaining@gmail.com

Thu, Apr 9, 2020 at 5:38 PM

**Housing Agency Procurement Assistance**

Housing Agency Procurement Assistance

Procurement Professionals,

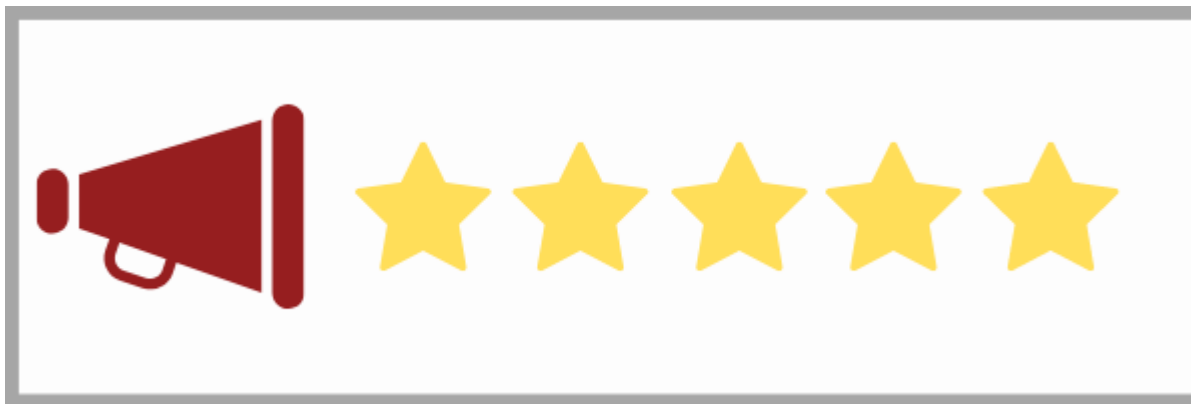
I am forwarding the following information as a public service. I typically only forward information pertaining to procurement- or contracts-related issues. In that vein, please see the planned Labor Standards webinar scheduled for June 17. I get a lot of questions from folks pertaining to labor standards issues and, as I do not claim to be or market myself as a SME (Subject Matter Expert) in that area, this looks like a great opportunity to learn more about this subject.

If you have any questions or concerns pertaining to this issue, please contact NAHRO directly (I am not involved in this training). Please do not consider my forwarding this information as an endorsement of the training or NAHRO; it just looks to be potentially something of worth (and I am going to encourage my own clients to take part).

BEGINNING OF THE ORIGINAL MESSAGE FROM NAHRO**Professional
Development**

Learn Wherever You Are!

Featured Session: Excellence in Customer Service**April 15, 1:30 - 4:00 PM EDT**



In 2020, paradigms on providing great customer service have changed. Recent events have caused businesses to think differently, considering remote working, telecommuting and other social issues being integrated into business models. Customer service is the deciding factor in whether or not an agency or business meets its bottom line every month. Effective communication not only improves relationships and results externally with clients and stakeholders, but internally with staff. This online training program will focus on the new wave of customer service and how perfecting the details of communication can make customer service most effective.

Objectives:

- Consider new paradigms on effective customer service in 2020 and beyond.
- Recognize elements of communication that you can improve for yourself;
- Understand how effective customer services affect the fiscal health of a business.

Who Should Attend?

Every staff member of the agency is recommended to take this course. Excellent customer service should happen at every level.

The learning doesn't stop here! NAHRO has other e-Learnings scheduled so that you and your staff can learn, wherever you are!

- April 14: [e-Briefing Mainstream Voucher Update](#)
- April 15: [Excellence in Customer Service](#) – featured above!
- April 22: [HCV Homeownership Calculation Intensive Workshop](#)
- April 23: [Intro to Salary Studies](#)
- April 29: [Leadership Development](#)
- May 5-6: [Workshop for Executive Directors](#)
- May 12: [e-Briefing PBRA](#)
- May 20: [Ethics for Specialists](#) – get your staff NAHRO certified, the time is now!
- May 21: [Ethics for Management](#) – get your staff NAHRO certified, the time is now!
- May 27-28: [Ethics for Commissioners](#) – get your Commissioners NAHRO certified, the time is now!
- June 3: [Affordable Housing ABCs](#) – get your new staff up to speed!
- June 10-11: [HQS Refresher](#) – get your staff the skills for recertification!
- June 17: [Labor Standards](#)

Not sure if these e-Learnings meet the needs of your staff? Just ask! Send an email to professionaldevelopment@nahro.org to learn more.

REGISTER NOW

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END OF ORIGINAL MESSAGE DISTRIBUTED

Regards,

Michael S. Gifford, C.P.M., CPSD
Housing Agency Procurement Assistance

I have a consulting practice providing procurement- and contracts-related mentoring, training, and technical assistance to housing agencies. I help housing agencies conduct procurement and contracts in a HUD-compliant and "best practice" manner. [Click here](#) to see my full resume. Please do not hesitate to contact me if you have any questions or concerns pertaining to procurement and contracts (initial answering of questions is "no charge"). As I am either on-the-road or on the phone a lot, an initial contact by e-mail is best; please be sure to include your return telephone number (office/cellular) so that I can call you back.

This email was sent to jhaining@gmail.com by HAPA
of Housing Agency Procurement Assistance
2308 Flower Spring St
Las Vegas, NV 89134

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