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2020 2nd
Quarter
Training
Schedule

Mrs. Vera A. Hyatt, Training Instructor

All sessions will all be at the SDT Center Room A – 9am to 4pm Daily

January 2020

Cancelled

Cancelled

29 – Customer Service X4 D1
30 – Customer Service X4 D2

February 2020

05 – DE-Stress
06 – A Natural Champion
13 – Cancelled
20 – Cancelled
26 – Practical Phone Manners

March 2020

05 – Be a People Person
12 – Navajo Relations
19 – Using Time Wisely
25 – Customer Service X4 D1
26 – Customer Service X4 D2

To attend a session, complete a Registration Form that is downloadable from our website and email or fax to SDTD.

Cost:

\$125.00 per person per session
Customer Service X 4 – \$200.00 per person

Note: Fees are non-refundable and substitution in your absence is acceptable. Registration deadline for each class is 10 days before the scheduled date of the session



About the Instructor:

Mrs. Vera A. Hyatt,

BA in English/Communications
Langevin Certified Master Trainer
Langevin Certified Professional Trainer
UC Davis Certified ICM Trainer
Plus other additional certifications



Mrs. Hyatt has worked in the training field for 27 years; she is fluent in the Navajo and English languages and has ample experience in the Human Services field. Contact her for answers to your questions about her sessions. Mrs. Hyatt can also take the trainings to your area.