



WORKFORCE TRAINING & CERTIFICATION

PROGRAM GUIDE

Practical, human-centered training designed to strengthen workforce readiness, service, sales, leadership, communication, and compliance.

HUMAN SALES. HUMAN SERVICE. REAL CONVERSATIONS.

The Service Standard Institute

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Build a Workforce That Can Serve, Sell, Lead & Perform

TSSI workforce programs are built for real-world application. The goal is not simply to give participants information; it is to help individuals and teams communicate more effectively, perform with greater consistency, protect the customer relationship, and translate training into better day-to-day execution.

How to use this guide: Each program below shows what the training covers and the intended outcomes. Programs can be delivered as focused stand-alone sessions or combined into a customized workforce-development plan based on the organization's needs.

PROGRAM	PRIMARY FOCUS
Workforce Readiness & Professional Development	Professional habits, accountability, workplace readiness
New Hire Onboarding & Service Standards	Faster ramp-up and consistent service expectations
Customer Experience & Customer Service Excellence	Communication, empathy, service recovery, loyalty
Sales Conversations, Follow-Up & Client Retention	Discovery, follow-up, closing, retention
Leadership & Workforce Development	Coaching, accountability, supervisor readiness
Workplace Communication, Professionalism & Conflict Resolution	Professional communication and de-escalation
Diversity, Respect & Inclusive Workplace Practices	Respectful, inclusive, professional workplace behavior
DOT Urine Specimen Collector Qualification Training	49 CFR Part 40 urine collector qualification requirements
Non-DOT Specimen Collection & Workplace Testing Procedures	Consistent non-federal collection practices
Customized Team Training & Workforce Workshops	Tailored training based on performance gaps

1. Workforce Readiness & Professional Development

WHAT THE PROGRAM ENTAILS

- Workplace expectations, accountability, attendance, reliability, and professional conduct
- Communication, time management, problem solving, adaptability, and team readiness
- Goal setting, ownership, confidence, and the transition from “having a job” to building a professional reputation

BEST FIT FOR

New hires, entry-level employees, workforce programs, career-transition participants, and teams needing stronger workplace fundamentals.

DESIRED OUTCOMES

- Employees understand the behaviors that create a dependable, promotable workforce
- Improved professionalism, communication, consistency, and personal accountability
- Stronger readiness for customer-facing, team-based, and leadership-track roles

2. New Hire Onboarding & Service Standards

WHAT THE PROGRAM ENTAILS

- Structured onboarding plans, role expectations, first-30-day standards, and manager check-ins
- Company culture, service expectations, customer communication, escalation paths, and internal handoffs
- Onboarding tools that help employees understand what “good” looks like from day one

BEST FIT FOR

Small businesses, growing teams, customer-facing departments, call centers, service companies, and organizations formalizing onboarding.

DESIRED OUTCOMES

- Faster employee ramp-up and clearer role expectations
- More consistent customer experiences across new and tenured staff
- Reduced confusion, avoidable errors, and early-stage turnover caused by weak onboarding

3. Customer Experience & Customer Service Excellence

WHAT THE PROGRAM ENTAILS

- Customer journey awareness, tone, empathy, listening, expectation setting, and service recovery
- Handling difficult conversations, complaints, delays, pricing concerns, and moments when the relationship is at risk
- Human-first service practices that use technology as support without replacing judgment or connection

BEST FIT FOR

Customer service teams, front-office staff, managers, call centers, home services, healthcare, transportation, property management, staffing, and service-based businesses.

DESIRED OUTCOMES

- More confident and consistent customer communication
- Better service recovery and stronger customer trust
- Higher potential for satisfaction, repeat business, referrals, and long-term loyalty

4. Sales Conversations, Follow-Up & Client Retention

WHAT THE PROGRAM ENTAILS

- Discovery questions, needs diagnosis, value communication, objection handling, asking for the decision, and next-step language
- Follow-up systems for calls, emails, DMs, proposals, estimates, and warm prospects
- Retention conversations, customer re-engagement, service check-ins, and relationship-based revenue habits

BEST FIT FOR

Business owners, sales teams, account managers, customer service teams, business-development staff, and anyone responsible for converting conversations into customers.

DESIRED OUTCOMES

- Less scripted, more confident sales conversations
- Stronger follow-up discipline and clearer movement from lead to decision
- Improved ability to retain customers, reactivate opportunities, and protect recurring revenue

5. Leadership & Workforce Development

WHAT THE PROGRAM ENTAILS

- Supervisor readiness, coaching conversations, accountability, delegation, feedback, and team expectations
- Leading through change, identifying performance gaps, and developing employees instead of only correcting them
- Practical leadership tools for communication, decision-making, consistency, and culture

BEST FIT FOR

New supervisors, frontline managers, team leads, small-business owners, emerging leaders, and organizations building a leadership pipeline.

DESIRED OUTCOMES

- Managers lead with greater clarity, confidence, and consistency
- Teams receive better coaching, clearer expectations, and more useful feedback
- Improved alignment between leadership behavior, employee performance, and customer experience

6. Workplace Communication, Professionalism & Conflict Resolution

WHAT THE PROGRAM ENTAILS

- Professional verbal, written, phone, email, and team communication
- De-escalation, boundary setting, respectful disagreement, accountability, and issue resolution
- Scenario-based practice for workplace misunderstandings, customer conflict, and internal communication breakdowns

BEST FIT FOR

All employee levels, especially customer-facing teams, supervisors, service departments, field teams, and mixed-experience workforces.

DESIRED OUTCOMES

- Fewer preventable communication failures and unresolved conflicts
- More professional interactions across employees, managers, customers, and partners
- Stronger confidence in handling difficult conversations without escalating the problem

7. Diversity, Respect & Inclusive Workplace Practices

WHAT THE PROGRAM ENTAILS

- Respectful workplace communication, bias awareness, cultural differences, and inclusive team behavior
- Practical scenarios focused on professionalism, customer treatment, teamwork, and respectful decision-making
- Clear expectations around dignity, communication, collaboration, and creating a workplace where people can perform effectively

BEST FIT FOR

Organization seeking practical respectful-workplace training for employees, supervisors, leaders, and customer-facing teams.

DESIRED OUTCOMES

- Greater awareness of how communication and behavior affect coworkers and customers
- More respectful, professional, and consistent workplace interactions
- Stronger team trust and reduced friction caused by avoidable assumptions or communication gaps

8. DOT Urine Specimen Collector Qualification Training

WHAT THE PROGRAM ENTAILS

- Training on the DOT collection process, correct use of the Federal Custody and Control Form, privacy, specimen security, and collection-site integrity
- Problem collections, including insufficient quantity scenarios, temperature concerns, tampering issues, fatal flaws, and correctable flaws
- Required proficiency demonstration using five consecutive error-free mock collections monitored in accordance with 49 CFR Part 40 requirements

BEST FIT FOR

Individuals preparing to perform DOT-regulated urine drug-test collections and organizations that need qualified collection personnel.

DESIRED OUTCOMES

- Trainees who successfully complete all required elements can document that they have met DOT urine collector qualification training and proficiency-demonstration requirements
- Improved accuracy, confidence, documentation, and compliance in DOT-regulated urine specimen collections
- Clear understanding of collector responsibilities, common errors, and when refresher or error-correction training is required

9. Non-DOT Specimen Collection & Workplace Testing Procedures

WHAT THE PROGRAM ENTAILS

- Collection workflow, identity verification, documentation, specimen handling, privacy, and chain-of-custody practices for non-federal programs
- Employer-policy alignment, collection-site professionalism, donor communication, and common collection challenges
- Scenario practice designed to improve consistency and reduce preventable collection errors

BEST FIT FOR

Collection-site staff, mobile collectors, occupational-health teams, and organizations managing non-DOT workplace testing programs.

DESIRED OUTCOMES

- Collectors understand a consistent, professional non-DOT collection process
- Improved documentation, donor communication, specimen integrity, and operational consistency
- Stronger readiness to follow the specific employer, laboratory, vendor, and jurisdictional procedures that apply to each non-DOT program

10. Customized Team Training & Workforce Workshops

WHAT THE PROGRAM ENTAILS

- A needs-based training plan built around the organization's current performance gaps, service standards, sales process, workforce challenges, or leadership needs
- Live instruction, facilitated discussion, scenario practice, role-play, manager action items, and implementation recommendations
- Optional combination of multiple TSSI topics into one focused workforce-development experience

BEST FIT FOR

Organizations that want private, customized training for a department, leadership group, sales team, customer service team, or full workforce.

DESIRED OUTCOMES

- Training is tied directly to the organization's real customer, employee, or revenue challenges
- Leaders leave with clearer next actions and employees leave with practical behaviors they can use immediately
- A more consistent standard across the team rather than disconnected one-off training

Turn Training Into a Standard Your Team Can Execute

The strongest training plans begin with the actual problem: inconsistent customer experiences, weak follow-up, unclear onboarding, communication breakdowns, leadership gaps, workforce-readiness concerns, or compliance needs. TSSI can help identify the right starting point and build a training plan around the outcome you need.

Let's get started.

BOOK YOUR STRATEGY CALL TODAY!

Training & Certification Notes

TSSI-designed workforce programs: Participation or completion documentation may be provided based on the selected program and engagement. A certificate of completion is not the same as a government license or third-party professional credential unless the program explicitly states otherwise.

DOT urine collector qualification: Federal rules require qualification training and an initial proficiency demonstration before a person performs DOT urine collector functions. The proficiency demonstration includes five consecutive error-free mock collections. Collectors must also maintain documentation showing that they currently meet the applicable training requirements. See U.S. Department of Transportation, 49 CFR Part 40, §40.33.

Official DOT reference: [transportation.gov/odapc/part40/40-33](https://www.transportation.gov/odapc/part40/40-33)

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