

Update

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By Jody Murphy

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Customer Service

Customer Service for Water Utilities Video Series

130.19.1

(AWWA) (13-18 minutes) (DVD) (English)

Water and wastewater utilities are now emphasizing customer service as a vitally important function.

These training videos show the right ways (and the wrong ways) to handle customer service. This DVD contains five videos:



Customer Service for Water Utilities

The basics of water utility customer service for new employees. 15 minutes

Customer Service-A Team Effort

Using a team approach for higher levels of customer service. 13 minutes

Customer Service-Working with Difficult Customers

Techniques for maintaining a positive outcome to potentially negative encounters. 20 minutes

Customer Service-Strategies for Field Representatives

Customer service techniques for field crews. 13 minutes

Customer Services-Internal Customer Service

How to improve working relationships among employees. 18 minutes

Ergonomics

Ergonomic Essentials for the Office

190.06.1

(Vocam) (18 minutes) (DVD) (English)

This video provides a good overview of office ergonomic principles. It reviews a number of case studies and then goes into specifics for adjusting the chair, monitor, mouse, phone, desk and keyboard. This video also provides some good exercises that can be done at the desk.



Hearing Conservation

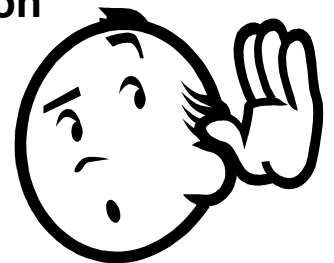
Hearing Conservation Training for Employees

260.08.1

(Vocam) (15 minutes)
(DVD) (English)

This video discusses how a hearing conservation program protects employees from noise. It reviews how noise can damage the ear and outlines the three key elements of a hearing conservation program:

- Noise assessment
- Employee training
- Audiometric training



It also provides a discussion on various types of hearing protection and how to use each type.

Machinery Safety

“Lifting It Right”

320.05.1FE

(The Automotive Lift Institute, Inc.) (24 minutes)
(DVD) (English)



Operating an automotive lift is serious business. A technician cannot effectively repair a vehicle unless he has had extensive training. The same

attention to training should be given to lift operation. This DVD is intended as a training aid in teaching the correct way to lift vehicles without causing injury or property damage.

Safety Accountability

Safety Awareness

400.02.1

(Vocam) (18 minutes) (DVD)
(English)

This video is appropriate for all field and shop personnel. It is interactive in delivery. Each of the topics covered can be used by themselves or all together. This makes up for a very effective training session. The following topics are included:

- Common hazards
- Hierarchy of risk controls
- Hazard identification
- Case studies



Water

Tightening the Water Belt

520.39.1

(ACWA) (30 minutes) (DVD) (English)

In this segment of *California's Water*, Huell visits the City of Long Beach to learn about its proactive approach to this new water ethic. The city was the first community to adopt mandatory water

conservation since the last statewide drought in 1986-1992.

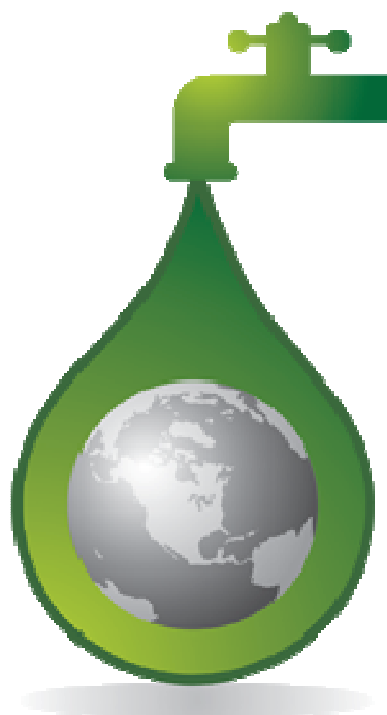
Wellness

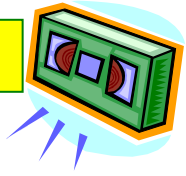
Fatigue Management Essentials

540.16.1

(Vocam) (18 minutes)
(DVD) (English)

When managed well, shift work can bring about major improvements in productivity and job satisfaction. This training program will ensure personnel learn the steps they can take to reduce the safety risks of fatigue while on the job and decrease the risk of costly lost time incidents.





Here's what members are saying about videos!

👍👍👍=Very Good 👍👍=Good 👍=Fair

Loader Backhoe Safety Videos (Heavy Equipment) (280.10.1)

👍👍👍 Montague Conservation District

Stop and Think (Safety Accountability) (400.17.1)

👍👍👍 Little Rock Creek Irrigation District

Low Visibility and Driving (Driving Skills) (150.06.1)

👍👍👍 Saucelito Irrigation District

Tractor Safety (Heavy Equipment) (280.11.1Q)

👍👍👍 Banta-Carbona Irrigation District

Cave-In! Trenching and Shoring (Trenching and Shoring) (510.08.1)

👍👍👍 Paradise Irrigation District

Stress Management: A Practical Approach (Stress) (430.05.1)

👍👍👍 Very good! Highly recommended.
Camrosa Water District

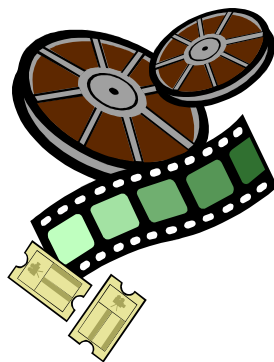
Safety Made Simple for Parents and Children (Safety Accountability) (400.19.1)

👍👍👍 Really scared the parents in the class; got everyone thinking about safety for their children.
Tahoe City Public Utility District

Fire Prevention Safety (Fire Safety) (210.08.1)

👍👍👍 San Luis & Delta-Mendota Water Authority

Want your comments used in the Critics' Corner? Just fill out the comments section on the media review form.



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