



MICHIGAN SUPREME COURT  
**MICHIGAN JUDICIAL INSTITUTE**

Michigan Hall of Justice • PO Box 30205 • Lansing, MI 48909  
*phone: (517) 373-7171 fax: (517) 373-7615 Web site: courts.mi.gov/mji*

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## **“Providing Quality Public Service” Web-Based Training Program**

### **INTRODUCTION**

The Michigan Judicial Institute (MJI) is pleased to announce a web-based training program for court staff. This interactive training program reviews common customer service dilemmas court staff face and demonstrates appropriate responses to these dilemmas. The training program was funded in part by a grant from the Michigan Commission on Law Enforcement Standards (MCOLES).

### **PROGRAM DESCRIPTION**

Users who complete the “Providing Quality Public Service” web-based training will be able to:

1. Overcome barriers to providing quality service in the courts.
2. List the benefits quality public service brings to the judicial branch.
3. Demonstrate techniques for providing quality service to both internal and external customers.

### **HOW TO ACCESS THE PROGRAM**

The web-based training program, “Providing Quality Public Service” is available through the MJI website at <http://www.courts.mi.gov/mji/>. Click on “Web-Based Training,” then “Providing Quality Public Service.” Anyone with internet access, including the general public, may utilize this learning tool.

### **QUESTIONS**

If you have questions about the content or navigation of the program, please contact Cathy Weitzel at the Michigan Judicial Institute at 517-373-7510.