



CCSS Grads Get Cash Bonus



Dr. Freida Hill (left), president of Southwest Georgia Technical College, assists Dr. Breeden in awarding the CCSS certificate to D'Nena Stevens, patient accounts counselor at Archbold Medical Center.

Receiving \$500 bonuses for their achievement, 50 employees of Archbold Medical Center recently graduated from the Certified Customer Service Specialist (CCSS) program offered by Southwest Georgia Technical College.

In a ceremony held June 13 in Thomasville, hospital President Ken Beverly honored the students for completing the course, which they took on their own time — evenings and Saturdays — over two quarters. “This is a great investment,” he said, emphasizing Archbold’s longstanding reputation in the community for good customer service.

Dr. Freida Hill, president of Southwest Georgia Technical College, lauded Archbold’s effort to encourage employees to continue their education. “Learning and earning go hand in hand,” she said. “This is a real testimony to that.”

Dr. Ken Breeden, DTAE commissioner,

commented on the close partnership between Southwest Georgia Technical College and Archbold Medical Center. “The college and the hospital have worked together on many initiatives,” he said. “I truly appreciate the support of Ken Beverly in the past.”

After the ceremony, Kathy Harvill, VP of economic development at Southwest Georgia Tech, recalled how this particular initiative was launched. “We explained the benefits of the CCSS program to Archbold, and they promoted it heavily,” she said.

“They were surprised at the number of employees who enrolled in the course.”

This was the first time Southwest Georgia Tech had such a large group of CCSS students from one employer. The college plans to present the program to other area businesses as well. “Many companies see customer service as a vital part of their success,” Harvill said.



“This is a great investment.”

— Archbold Medical Center President Ken Beverly

Shaw employees complete IT+ program

Seven employees of Dalton-based Shaw Industries recently became the first graduates of the 18-week IT+ program, which was developed by DTAE and offered through the technical division of Dalton State College.

The certification program instructs information technology professionals



Robert Shaw
Chairman and CEO
Shaw Industries

in “soft” skills such as business interaction, analytical ability, personal effectiveness and organizational proficiency. Topics include managing customer relationships, the global economy, managing change, leadership styles, ethics for IT

professionals and critical thinking.

Robert Shaw, chairman and CEO of Shaw Industries, was on hand at the graduation ceremony to honor the students. “There are no machines that do anything as well as our own people,” he said. “We are very proud of each of you.”

The largest manufacturing employer in Georgia, Shaw Industries contributes significantly to the economic vitality of the Dalton area. Dr. James Burran, president of Dalton State College, spoke about the longstanding and beneficial relationship between Shaw Industries and his school.

Dr. Ken Breeden referred to the graduates as standard-bearers for the IT+ program. “Every developing nation, every state in the United States and all companies worldwide are crying out for a skilled labor force,” he said.