



## **Customer Service—Communicating with Customers**

### ***Focus:***

This program focuses on developing customer service skills for individuals who deal with external and internal customers. Key elements are pre and post assessments, guided discussion, foundational customer service concepts, and hands-on activities to develop practical skills in Customer Service.

### ***Audience:***

The audience for this course is individual field employees who deal with external customers and need to optimize their professional service skills.

**Session Length: 8 hours**

### **Session Objectives and Outcomes:**

During this session, participants will learn:

- What good customer service is and why it matters
- The characteristics that distinguish great customer service organizations from mediocre ones.
- Communication tools to deal more professionally with customers.
- Active listening techniques in every day service conversations.
- Techniques for dealing appropriately and de-escalating situations with upset customers.
- How to identify and handle potentially violent situations, and create safety.
- Daily problem solving techniques
- The qualities and behaviors of a great customer service team member

After completing this session, participants will be able to:

- Describe good customer service and why it matters
- Identify characteristics that distinguish great customer service organizations from mediocre ones.
- Communicate more professionally with customers.
- Use active listening techniques in every day service conversations.
- Deal appropriately with and de-escalate upset customers.
- Quickly identify and handle potentially violent situations, and create safety.
- Apply problem solving techniques to daily customer situations.
- Work effectively as a customer service team member