

Customer Service Leadership

As a customer service professional, you are often the first person in your organization to interact with customers. This program (four half-day sessions) will give you the knowledge and techniques to help you serve your customers confidently and professionally.

You may sign up for individual workshops or enroll in the entire series. If you successfully complete all six sessions you will be awarded a Certificate in Customer Service Leadership.

Session 1: Introduction to Customer Service

- Your customers and their expectations
- Stressful situations
- Setting performance goals

Session 2: Communicating with Confidence and Professionalism

- Using assertive and professional language
- Listening and nonverbal communication
- Communicating technical information and negative news
- Communicating through E-mail

Session 3: Dealing with Challenging Situations

- Responding to difficult phone calls
- Speaking with non-native speakers and the elderly
- Handling complaints and angry situations
- Dealing with customers you don't know how to handle

Session 4: Working with Internal Customers

- Dealing with different personalities
- Handling generational issues
- Informal, on-the-job training

For more information about how this program can be customized for your organization, please contact Sharon Davies at NEPPA:

sdavies@neppa.org
or 508-482-5906.

