

Customer Service Bundle Course (Self-Paced)

Our Customer Service OnDemand Bundle is designed to empower individuals with the skills and knowledge needed to excel in their roles. Whether you're a frontline representative or a manager overseeing a team, this comprehensive bundle of courses will equip you with the tools to provide exceptional service and navigate challenging situations effectively.

Group classes in Live Online and onsite training is available for this course. For more information, email onsite@graduateschool.edu or visit: <https://sdfm.graduateschool.edu/courses/customer-service-ondemand-bundle>



CustomerRelations@graduateschool.edu • [\(888\) 744-4723](tel:(888)744-4723)

Course Outline

This package includes these courses

- Communicating for Results Course (Self-Paced) (12 Hours)
- Constructive Conflict Resolution Course (Self-Paced) (12 Hours)
- Positive Approaches to Difficult People Course (Self-Paced) (12 Hours)
- Customer Service Excellence Course (Self-Paced) (12 Hours)
- Effective Communication with Customers Course (Self-Paced) (12 Hours)

Communicating for Results Course (Self-Paced)

- Identify and use the elements in the communication process for understanding and action.
- Speak in clear statements with specific meaning.
- Recognize and interpret verbal and nonverbal feedback.
- Listen for intent and meaning in the message.
- Understand the difference between assertive, nonassertive, and aggressive behavior.
- State needs assertively.
- Discuss problems and challenges with coworkers and supervisors in a positive manner.

Constructive Conflict Resolution Course (Self-Paced)

- Recognize attitudes and behaviors that create conflict.
- Analyze conflict situations and select appropriate strategies to resolve the differences.
- Resolve conflict with constructive confrontation and resolution skills.
- Anticipate and prevent conflict.

- Create conditions that encourage cooperation.

Positive Approaches to Difficult People Course (Self-Paced)

- Deal effectively with criticism.
- Recognize conflict-inducing behaviors.
- Analyze your assertive responses.
- Use a six-step technique to develop assertive responses.
- Identify the eight types of difficult people.
- Identify the four quadrants that encompass the eight types of difficult people.
- Identify the strengths and weaknesses of each quadrant.
- Identify positive strategies for dealing with people.

Customer Service Excellence Course (Self-Paced)

- Understand customer service and service excellence.
- Know the basics of service excellence.
- Explain why customer service is important to you, your organization, and your customers.

Effective Communication with Customers Course (Self-Paced)

- Explain the relationships between effective communication and quality service.
- Apply effective listening skills to your interactions with customers.
- Apply effective communication skills to your interactions with customers.
- Identify effective responses to difficult situations.
- Handle requests, problems, and complaints in a professional manner.