

**WELLBEING:
UMBRELLA**



TRAINING SERIES



SELF-HELP CUSTOMER SERVICE

#115: Building Skills



**WELLBEING
UMBRELLA**

Building Skills

Customer Service: What Skills Are Needed?

- ☐ Hire for Attitude and Coach-ability
- ☐ Train for Customer Service
- ☐ Communication skills
- ☐ Emotional intelligence
- ☐ Telephone skills
- ☐ Business etiquette
- ☐ Conflict resolution
- ☐ Professionalism
- ☐ Anticipating customer needs

Customer Service

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- Here are some sample videos on Customer Service Training

<https://youtu.be/Ty64GtmYIH0>

<https://youtu.be/aelpZdHm14Q>

https://youtu.be/J9n_ddbJbQA





QUESTIONS?