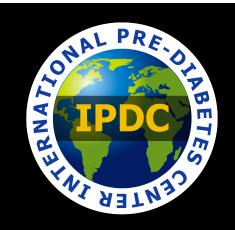
WELLBEING: UMBRELLA



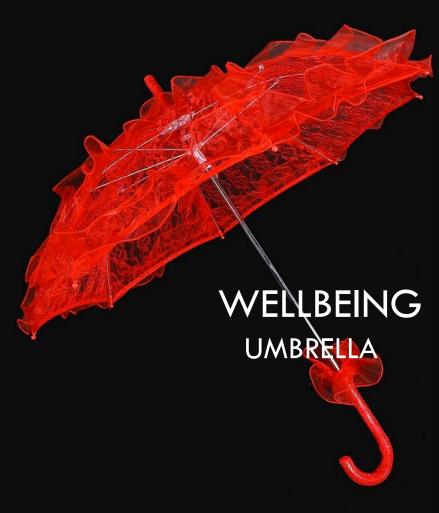


SELF-HELP

CUSTOMER SERVICE

TRAINING SERIES

#115: Building Skills



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

Here are some sample videos on Customer Service Training

https://youtu.be/Ty64GtmYIH0 https://youtu.be/aelpZdHm14Q https://youtu.be/J9n_ddbJbQA



