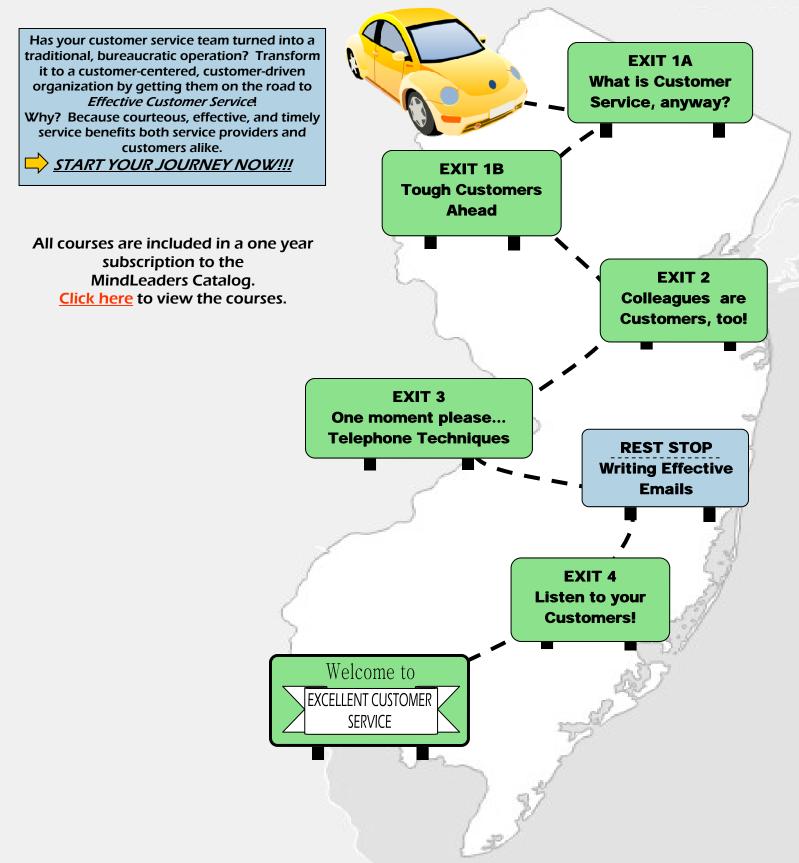
# Roadmap to "Effective Customer Service"



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# **START YOUR JOURNEY NOW!!!**

#### Exit 1A - What is Customer Service, anyway?

Complete the following courses: **back to map** 

- Delighting Your Customers (Customer Service Videos) 3 minutes
- Exceeding Customer Expectations (Customer Service Videos) 13 minutes
- Defining Service (Customer Service) 5 hours
- Getting to Know Your Customers (Customer Service Videos) 17 minutes

#### **Exit 1B - Tough Customers Ahead**

Complete the following courses: **back to map** 

- Fixing Problems (Customer Service) 4 hours
- Dealing With Customer Complaints (Customer Service Videos) 15 minutes

#### Exit 2 - Colleagues are Customers, too!

Complete the following courses: back to map

- Dealing with Difficult People: 2 Consideration (Dealing with Difficult People) 2 hours
- Dealing with Difficult People: 3 Attitude (Dealing with Difficult People) 1 hour
- Dealing with Difficult People: 4 Trust (Dealing with Difficult People) 1 hour
- Dealing with Difficult People: 5 Power (Dealing with Difficult People) 1 hour
- Dealing with Difficult People: 7 Responsibility (Dealing with Difficult People) 1 hour

### Exit 3 - One moment please... Telephone Techniques

Complete the following course: back to map

Telephone Etiquette (Communication Videos) – 23 minutes

## **Rest Stop - Optional**

Complete the following course: **back to map** 

Writing Effective E-Mails (E-Mailing Your Way to the Top) – 3 hours

## Exit 4 - Listen to your customer!

Complete the following course: **back to map** 

Active Listening (Communicating with Power) – 2 hours

Destination:

