

# EXCELLENT CUSTOMER SERVICE

COMMUNICATION  
SKILLS

This program will help participants deal with difficult people, identify the root of customer requests or problems, and develop a smooth process for resolving customer issues. Key modules include communication, creative problem solving and critical thinking skills, and conflict resolution to ensure satisfying customer service remedies.

**Class Format:**  
On-site & Virtual

## IN THIS COURSE, YOU WILL:

- Learn to identify the relation between exceptional customer service and the impact on sales and company culture
- Learn to apply strategies to build positive relationships with various customers (internal and external) to promote employee and customer satisfaction
- Learn to create customer trust and loyalty by anticipating customer needs and addressing service perceptions and expectations
- Learn to demonstrate how to effectively communicate with customers to both encourage a positive customer experience and reduce negative behavior
- Learn to apply strategies to diffuse emotionally charged customers and provide effective service recovery
- Employ strategies that promote anger management and stress relief



## ENROLL TODAY!

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**ELEVATE**