

12 month learning pathway

Customer Service Refresher

Modules, 10 minute videos & workbooks

Module 63: Attitude



Module 1: Customer Service Excellence



Module 14: Communication skills



Module 16: Listening skills



Module 4: Questioning skills



Module 33: Showing empathy



Module 10: Assertive skills



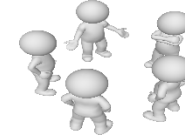
Module 41: Positive first impressions



Module 8: Difficult customer techniques



Module 77: Keeping your customers informed



Module 89: Fix the customer first



Module 81: Customer service Advanced



Professional telephone greeting	Open and closed questions	Being Assertive	Assertive behaviour
Positive first impressions	Handling difficult customers (LAST technique)	Calming upset customer (sorry, glad, sure)	Listening skills
Questioning skills	Taking ownership	Building rapport	Ownership and accountability
Tone of voice	Abusive customer	Slowing down your speech	Showing empathy
Adding value	Permission to ask questions	Positive affirmation	Acknowledge customer contact
Moments of truth	Four Ps of the voice	Great customer service tips	Active listening
Voice intonation	How to say nicely to a customer		

1 minute video refreshers & quick reinforcers

Months / Time line for programme application

