

12 video module learning pathway  
**Customer Service Refresher Pathway**



10 minute videos with workbooks & 1 Minute support videos

Your Attitude    Customer Service Excellence    Communication Skills    Listening Skills    Questioning Skills    Showing Empathy    Being Assertive    Positive First Impressions    Difficult Customer Techniques    Keeping your Customers Informed    Fix Your Customer First    Advanced Customer Service

Professional Telephone Greeting	Open & Closed Questions	Being Assertive	Assertive Behaviour
Positive First Impressions	Handling Difficult Customers (LAST technique)	Calming Upset Customers (Sorry Glad Sure technique)	Listening Skills
Questioning Skills	Taking Ownership	Building Rapport	Ownership & Accountability
Tone of Voice	Abusive Customers	Slowing Down Your Speech	Showing Empathy
Adding Value	Permission to Ask Questions	Positive Affirmation	Active Listening
Moments of Truth	4 P's of the Voice	Great Customer Tips	
Voice Intonation	How to Say No Nicely	Acknowledging Customer Contact	

**1 minute video refreshers & quick reinforcers**

Months / Time line for programme application

