

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



**LearningPlanet**

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10 minute videos with workbooks & 1 Minute support videos

[Attitude](#)   
 [Customer Service Excellence](#)   
 [Communication Skills](#)   
 [Listening Skills](#)   
 [Questioning Skills](#)   
 [Showing Empathy](#)   
 [Being Assertive](#)   
 [Positive First Impressions](#)   
 [Handling Difficult Customers](#)   
 [Keeping your Customers Informed](#)   
 [Fix The Customer First](#)   
 [Advanced Customer Service](#)

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

**1 minute video refreshers & quick reinforcers**

Months / Time line for programme application

