Frontline Customer Service Representative Training

Develop the knowledge and attitudes to deliver exceptional service.

Customer service professionals who interact with customers on a daily basis need the right skills and mindset to do so with success. Harness these resources to gain the knowledge and attitudes necessary to develop emotional intelligence and a strong sense of power and autonomy—keys to exceptional service. Carefully designed assets focus on problem-solving techniques and how to work collaboratively with colleagues.

COURSE DETAILS
300 Minutes | 8 Self-Paced Lessons

Becoming a Trusted Advisor
- Learn how to become more than a customer-facing representative with tips and tools to allow you to transition into being your clients' trusted advisor.

Applying Mindful Behaviors at Work
- Learn how to practice mindfulness to become less reactive and tackle stress in the workplace.

Understanding and Applying Your Locus of Control at Work
- Learn how to develop an internal locus of control to reframe negative thoughts and create successful coping skills for emotionally charged situations.

Strategies for Managing Situational Conflict
- Learn how to define conflict and acquire strategies to manage conflicts within an organization.

Building Your Strengths as a R.E.A.L Team Player
- Develop the traits to accept responsibility and accountability, and to continuously learn with enthusiasm.

Effective Problem-Solving and Decision-Making Tools
- Learn about the types of decisions, the difference between problems and decisions, and discover three tools for making better decisions.

How to Manage Your Emotions While Under Stress
- Gain skills to maintain control of your emotions at work— whatever the situation.

Make Every Employee a Customer Experience Champion
- Acquire insights to help everyone in your organization exceed customer expectations by improving the customer connection, meeting their needs and handling situations with empathy.

Start your OnDemand course today, or
contact us to explore options for your organization