

Customer Service Manager Training

Ensure your team is motivated and ready to implement an effective customer service strategy.

By applying the concepts in these learning assets, any manager of a customer service team can build and sustain an effective customer-focused strategy. Learn to motivate and develop your team by utilizing proven coaching, feedback and delegation techniques.

COURSE DETAILS

331 Minutes | 13 Self-Paced Lessons

Tips for Managing the Progressive Discipline Process

- Learn the difference between performance management and progressive discipline, and how to use a progressive discipline process to effectively navigate employee performance challenges.

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.

Becoming a Strategic Thinker

- Learn the value of strategic thinking and how to share strategic ideas across the organization.

Creating a Culture of Belonging

- Learn to create an environment of belongingness to foster a culture of psychological safety at work.

Strategies for Managing Situational Conflict

- Learn how to define conflict and acquire strategies to manage conflicts within an organization.

Enhancing Collaborative Communication

- Identify communication techniques that you can use to improve team collaboration, a crucial component of customer service success.

Leveraging Feedback to Strengthen Employee Commitment

- Learn to give feedback in a powerful way in order to strengthen commitment, improve performance and resolve problems with difficult employees.

Enhancing Communication Skills

- Discover and apply different communication styles and effective communication techniques so you can have difficult or sensitive conversations effectively and with confidence.

Building a Customer-Focused Strategy

- Analyze what your customer wants from you and define the objectives of your customer strategy so you can create a mission statement aligned with the company's vision.

Creating a Motivational Climate

- Build the knowledge and skills you need to understand what motivations will really drive the performance of your individual team members.

Leading with Emotional Intelligence in the Workplace

- Learn about the relevance of emotional intelligence to leadership competencies and discover how to apply EI principles to foster productive workplace relationships.

Coaching for Performance

- Identify effective coaching practices and use the AMA G.U.I.D.E. to plan and manage a coaching conversation.

Leading a Customer-Focused Team

- Acquire tools and tactics for creating a team culture in which employees strive to meet and exceed customer expectations

**[Start your OnDemand course today](#), or
[contact us](#) to explore options for your organization**