

Customer Service Skills and Techniques

Course Number: 4374

Length: 2 Days

Primary Delivery Method: Instructor-led live classroom

Alternative Delivery Methods: Instructor-led online (synchronous)

Course Description

Learn the processes and techniques that build strong customer relationships, including evaluating your ability to manage your daily interactions with others. Through a series of dynamic activities, demonstrations, role-plays, and discussions, you will learn and practice the skills involved in establishing a customer focus, determining customer expectations, communicating with customers, dealing with challenging customers, and evaluating customer service.

Intended Audience

This course is designed for professionals looking to improve the customer service experience and develop techniques to build strong customer relationships.

Client-Provided Facility Requirements

- Internet required for instructor computer

Course Learning Objectives

- Evaluate the benefits of exceptional customer service and meeting customer expectations
- Achieve better customer relations through the stages of dialogue
- Determine strategies and techniques to manage customer service challenges
- Demonstrate the ability to develop strong customer relations by receiving and implementing customer feedback

Course Additional Features

- Producer Support
- Technical Support Team
- Dedicated In-House Accessibility/Section 508 Compliance
- Student Resource Guides

All details about the Additional Features are available on this page. [Click here to Explore](#)

Course Schedule

DAY ONE

Customer Service Skills and Techniques

MORNING	Module 1: Establishing a Customer Focus and Determining Expectations
LUNCH	
AFTERNOON	Module 2: Communicating with the Customer

DAY TWO	
MORNING	Module 3: Overcoming Customer Service Barriers
LUNCH	
AFTERNOON	Module 4: Cultivating Lasting Customer Relationships

Learning Methods

Individual and group practical exercises, discussions, and application planning

Credits

National Association of State Boards of Accountancy (NASBA)

- Field of Study: Communications and Marketing
- Level: Basic
- CPEs: 16

Professional Development Units (PDUs)

- Credits: 14

Continuous Learning Points (CLPs)

- Credits: 16

Third-Party Certification Relationship

This course applies toward the DoD FM Certification Program.

Management Concepts Certificate Program Relationship

This is an elective course in the following program(s):

Customer Service Skills and Techniques

- [Business Analysis and Requirements Management Master Track](#)
- [Professional Skills Certificate Program](#)
- [Project Management Master Track](#)
- [FFMCP Financial Management Master Track](#)
- [Agile in Government Master Track](#)
- [FFMCP Auditing Master Track](#)
- [FFMCP Accounting Master Track](#)
- [FFMCP Budgeting Master Track](#)
- [Program Management Certificate Program](#)

Prerequisites

There are no prerequisites for this course.

Pework

There is no prework required for this course.

Requirements for Successful Completion

Full (100%) attendance is expected and required. Successful completion of the course depends on full class attendance and active participation in individual and group exercises.

Follow-On Resources

- [Interpersonal Skills: Developing Effective Relationships](#)
- [Resolving Conflict](#)

Customer Service Skills and Techniques

Ready to Enroll?



See the most recent course information and scheduled classes at this link:
<https://www.managementconcepts.com/course/id/4374>



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