

Exceptional Customer Service in Federal HR

Course Number: 4922

Length: 2 Days

Primary Delivery Method: Instructor-led live classroom

Alternative Delivery Methods: Instructor-led online (synchronous)

Course Description

Deliver exceptional customer service to support your federal HR customers! This course helps you anticipate customer needs, identify issues, and solve problems. Learn how to work with customers in the federal arena through root cause analysis, diagnosing and solving problems, and anticipating customer needs.

Intended Audience

This course is designed for anyone seeking to expand their customer service skills in federal HR, such as HR generalists, HR specialists, and HR business partners/consultants.

Course Learning Objectives

- Explain the value and best practices of exceptional customer service in federal HR
- Develop a clear understanding of your federal HR customers' expectations
- Apply effective communication strategies when working with your federal HR customers
- Demonstrate problem-solving techniques in federal HR customer service that address customer needs, concerns, and objections
- Explain how best practices that promote exceptional customer service increase the value provided by federal HR professionals
- Develop a clear understanding of your federal HR customers' expectations
- Apply effective communication strategies when working with your federal HR customers
- Demonstrate problem-solving techniques in federal HR customer service that address customer needs, concerns, and objections

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

Exceptional Customer Service in Federal HR

MORNING	Module 1: Introduction to Exceptional Customer Service in Federal HR
LUNCH	
AFTERNOON	Module 2: Understanding Your Customers
	Module 3: Communicating with Your Customers

DAY TWO	
MORNING	Module 3: Communicating with Your Customers (Continued)
LUNCH	
AFTERNOON	Module 4: Problem-Solving in Customer Service

Credits

National Association of State Boards of Accountancy (NASBA)

- Field of Study: Personnel/Human Resources
- Level: Basic
- CPEs: 16

Professional Development Units (PDUs)

- Credits: 14

Continuous Learning Points (CLPs)

- Credits: 16

Management Concepts Certificate Program Relationship

This is a core course in the following program(s):

- [Human Resources Certificate Program](#)

Prerequisites

Suggested

Exceptional Customer Service in Federal HR

- [Introduction to Federal Human Resources \(HR\)](#)
- [Federal Human Resources \(HR\) Functions](#)

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

- [HR Analytics](#)
- [Processing Personnel Actions in Federal HR](#)
- [Federal HR Business Partner Essentials](#)

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Ready to Enroll?



See the most recent course information and scheduled classes at this link:
<https://www.managementconcepts.com/course/id/4922>



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