

Frequently Asked Questions

Course Title: Customer Service Skills and Techniques

Course #: 4374

Duration: 2 Days

Delivery Method: Instructor-led live classroom

Alternative Delivery Methods: Instructor-led online (synchronous)

1. What business or organizational need does this course address?

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.

2. Who should attend?

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

3. What will I learn how to do in this course?

- 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

4. What kinds of activities are included in this course?

Individual and group practical exercises, discussions, and application planning

5. Are there prerequisites for this course?

There are no prerequisites for this course.

6. Do I have to complete any prework for the course?

There is no prework required for this course.

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7. Is this course applicable toward a professional certification?

This course applies toward the DoD FM Certification Program.

8. Does this course count for credit toward a Management Concepts Certificate Program?

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

- [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](#)

9. What credits do I earn by completing this course?

The following credits are available for this course:

NASBA CPEs: 16

NASBA Field of Study: Communications and Marketing

NASBA Level: Basic

CEUs: 1.3

PDU: 14

CLPs: 16

10. What course(s) do you recommend after I complete this course?

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

11. What are Additional Features?

Most courses and training solutions have **Additional Features** designed to help every learner master and retain the concepts explored in the course. You can see which Additional Features are added to this course on the

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course page under the **Learning Objectives & Additional Features** tab – and for a more detailed exploration of our Additional Features, you can visit [this web page](#).

12. What's in it for me?

The ability to build strong working relationships is at the heart of customer service. Through application exercises and meaningful discussions, participants will find opportunities to forge strong bonds with internal and external customers. This provides lasting value to the organization while also cultivating a more expansive individual network.