

Frequently Asked Questions

Course Title: Exceptional Customer Service in Federal HR

Course #: 4922

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?

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.

2. Who should attend?

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.

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

- 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

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

No Information Available.

5. Are there prerequisites for this course?

Suggested:

Frequently Asked Questions

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

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

There is no prework required for this course.

7. Is this course applicable toward a professional certification?

No, this course is not applicable toward a professional certification. However, many Management Concepts courses do prepare you for professional certification programs. Click [here](#) to see a full list of professional certification programs that are supported by Management Concepts training courses.

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

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

- [Human Resources 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: Personnel/Human Resources

NASBA Level: Basic

CEUs: 1.3

PDU: 14

CLPs: 16

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

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

11. What are Additional Features?

Frequently Asked Questions

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 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](#).