Town of Chapel Hill

Human Resource Development

Customer Service Overview

Table of Contents

Customer Service Overview

SAMPLE

Course Objectives

By the end of this course, you should be able to:

1. Define Customer Service

2. Identify and consider some customer service principles

3. Learn and understand difficult customer behaviors

4. Deepen our understanding of the Town RESPEC~

5. Identify and manage common interperso~

6. Clarify confusing messages;

7. Minimize misunderstan~

8. Encourage two~ ~standing.

9. Identif~ ~ation process.

10. ~ ~en—and when not--to use this process; and

~ ~ deal with problems caused by a variety of common

~ ~violated agreements, and unmet expectations.

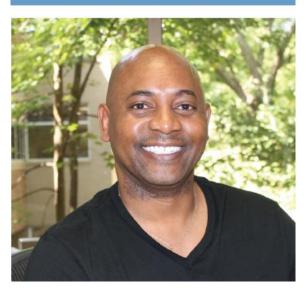~ ~cifically what challenges their communication confidence;

~ ~e a six-step model for quickly deciding what to say and how to say it effectively;

14. Practice four proven confidence-boosting tactics.

15. Use a powerful technique to stay calm and focused during controversial and challenging interactions;

16. Apply a simple yet effective strategy for demonstrating self-assurance and credibility when communicating in any situation;

17. Respond professionally and effectively to criticism, blame, and verbal manipulation with three targeted coping skills; and

18. Develop an individualized action plan for building your communication confidence.

SAMPLE

If you are interested in this course, Contact

Tom Clark, Learning & Development Manager at

(919) 969-5031 tclark2@townofchapelhill.org

Opportunity,
in your hands

You can also sign up through your

Cornerstone LMS account.

cornerstone
realize your potential

Employee Training Portal

1. Key in on your web browser
   : https://knowandgrow.csod.com/
2. Username : Employee ID (You can call HRD or find it on your pay stub)
3. Password is **P4ssw0rd** for the initial logon then click **logon**
4. If a user enters the wrong password five times, the user is locked out of the system for one hour. If a user attempts to log in to the system while they are locked out, a lockout message is displayed even if a correct password is entered.
5. Contact Tom Clark, Learning and Development Manager for password reset or questions.
   tclark2@townofchapelhill.org (919) 969-5031.