



## **Business Skills Course List:**

### **Customer Service and Problem Solving**

- Customer Service via Phone and Email – 1 Day
- Positive Work Environment – .5 Day
- Problem-Solving Skills – 1 Day
- Change Management for Employees – .5 Day
- Dealing with Challenging Customer Interactions



## Customer Service via Phone and Email

### Training Course Content

**Course Description:** You need to respond to customer service queries via a remote system such as email or the telephone. In order to do this effectively, you need to develop skills that will help you interact with customers in a positive and professional manner. In this course, you will learn important principles and skills you can utilize as a remote customer service representative.

**Course Objective:** You will practice skills and apply principles for providing customer service remotely, via telephone and the web.

**Course Duration:** 1 Day

**Prerequisites:** Written communication and typing skills; familiarity with telephone, email, and web-based communication tools.

### Course Content

#### Lesson 1: Managing the Customer's Initial Contact

Topic 1A: Accept a Customer Contact

Topic 1B: Address a Customer's Emotional State

Topic 1C: Address Your Own Emotional State

#### Lesson 2: Addressing Customer Issues

Topic 2A: Assess Customer Issues

Topic 2B: Develop Solutions

Topic 2C: Negotiate to Reach a Solution

#### Lesson 3: Closing Communications

Topic 3A: Upsell Additional Products

Topic 3B: Conclude Customer Contact

Topic 3C: Follow Up

Topic 3D: Release Stress



## Positive Work Environment

### Training Course Content

**Course Description:** A negative work environment interferes with the productivity of staff, while a positive work environment positions everyone to achieve their highest potential. In this course, you will apply methods of overcoming a negative work environment and creating a positive work environment.

**Course Objective:** You will apply methods of overcoming a negative work environment and creating a positive work environment.

**Course Duration:** Half Day

**Prerequisites:** There are no prerequisites for this course.

### Course Content

#### Lesson 1: Overcoming a Negative Work Environment

Topic 1A: Identify a Negative Work Environment

Topic 1B: Troubleshoot Specific Problems

Topic 1C: Overcome Negativity



## Problem-Solving Skills

### Training Course Content

**Course Description:** Regardless of the specific organization or position, your skills and previous training have allowed you to gain employment in the corporate world. One thing that you may not be adequately prepared for, however, is dealing with problems. In a corporate environment, using specialized groups to solve problems is becoming more and more common. Being able to work in groups to solve problems will enhance your business knowledge and value to the organization. This course will show you the fundamentals of problem-solving skills—from defining your problem, to presenting it to the key decision makers in your organization.

**Course Objective:** You will investigate strategies to help you clearly define your problem, determine and present your solution, and monitor the results.

**Course Duration:** 1 Day

**Prerequisites:** There are no prerequisite skills for this course. However, you might be interested in the following related courses: Advanced Communication Skills, Negotiating Skills, Business Presentations, and Business Writing: From E-mail to Proposals.

### Course Content

#### Lesson 1: Starting to Solve Problems

Topic 1A: The Problem-Solving Process  
Topic 1B: The Nature of Groups  
Topic 1C: Tools for Problem Solving  
Topic 1D: Problem-Solving Approaches

#### Lesson 2: Identifying the Problem

Topic 2A: Determine the Problem  
Topic 2B: Investigate the Problem

#### Lesson 3: Determining the Solution

Topic 3A: Analyze Problems Creatively  
Topic 3B: Consider Alternate Solutions  
Topic 3C: Choose the Best Solution  
Topic 3D: Solutions to Group Problems

#### Lesson 4: Accepting a Decision

Topic 4A: Sell Your Solution  
Topic 4B: Implement Decisions



## Change Management for Employees

### Training Course Content

**Course Description:** Everyone who works in the business world today is faced with constant changes and is expected to adapt. In this course, students will identify methods for solving problems resulting from workplace changes. Students will define change management and identify strategies for effectively preparing for change, coping with reaction to change, and becoming an agent of change in their working lives.

**Course Objective:** You will identify ways to solve problems related to change on the job, including recognizing, anticipating, and effectively managing change. You will also define change management, identify change-management strategies, define the psychological process of moving through change, identify ways of preparing for change, and explore ways to embrace change on an ongoing basis.

**Course Duration:** Half Day

**Prerequisites:** There are no prerequisites for this course.

### Course Content

#### Lesson 1: Understanding Change

Topic 1A: Assess Your Reaction to Change  
Topic 1B: Cope with Stress  
Topic 1C: Cope with Fear  
Topic 1D: Conduct Informational Interviews

#### Lesson 2: Analyzing Change

Topic 2A: Conduct a Change Analysis  
Topic 2B: Study the Competition

#### Lesson 3: Embracing Change

Topic 3A: Anticipate Change  
Topic 3B: Identify Best Practices for Reframing Change  
Topic 3C: Identify Best Practices for Embracing Change



## Dealing with Challenging Customer Interactions

### Training Course Content

**Course Objective:** You will explore methods for dealing with common difficult customer interactions.

**Course Duration:** 1 Day

**Prerequisites:** To ensure your success, we recommend you first take the following courses, or have equivalent knowledge:

- Customer Service Via Phone and Email
- Emotional Intelligence

### Course Content

#### Lesson 1: Establishing a Solid Customer Relationship

Topic 1A: Review Customer Service Basics  
Topic 1B: Recognize a Difficult Situation  
Topic 1C: Work within Your Company's Parameters  
Topic 1D: Handle Simultaneous Customer Contacts  
Topic 1E: Handle a Difficult Customer Interaction

#### Lesson 2: Overcoming Communication Issues

Topic 2A: Adapt to the Customer's Personality Style  
Topic 2B: Identify the Customer's Issue  
Topic 2C: Overcome Communication Issues

#### Lesson 3: Resolving Challenging Situations

Topic 3A: Educate the Customer  
Topic 3B: Focus on the Issue  
Topic 3C: Overcome Negativity  
Topic 3D: Redirect the Customer  
Topic 3E: Follow Up on a Challenging Situation