

Develop the skills needed to deliver exceptional customer experiences and build lasting customer relationships. Courses cover communication, active listening, problem-solving, conflict resolution, professionalism, customer engagement, and service excellence to help employees respond effectively to customer needs and enhance satisfaction and loyalty.

## Sample courses related to Customer Service

### Full-Length Courses

- Working with Upset Customers
- Handling Difficult Customer Service Scenarios
- Customer Communication Essentials
- Cultural Sensitivity in Customer Service
- Optimizing Customer Communication Across Channels
- Do You Have These Four Essential Customer Service Skills?
- Customer Service Basics

### Microlearning

- Using Technology in Customer Service
- Using Data in Customer Service
- User Journeys and User Personas
- Understanding Customer Types (Personas)
- Tracking and Improving the Customer Experience
- Educating Customers
- The Role of the Account Manager in Customer Success
- Self-Service Customer Management
- Social Proof: Testimonials and Case Studies
- Reducing Customer Churn
- Nurturing Customer Relationships
- Managing Remote Customer Service Teams
- Managing Customer Expectations
- Leading a Customer Service Team for the First Time
- KPIs for Customer Service Teams
- High-Touch Customer Service
- Handling Complaints Gracefully