

## Advanced Professional Customer Relations Soft Skills Series

Whether you deal with the customer that buys your product or service, or people in your organization-the internal customer-it's all about how you create and build relationships with professional level soft skills. It's all about your success.

### APCR-1: Behind Organizational Customer Service

(6hrs) \$99

Gain important insight and perspective on how effective customer service is handled at the organizational level. From organizational structures to corporate policy, to corporate behavior and communication strategies, you'll see the big picture behind customer service.

**Module 1:** Organizational Structures and Development

**Module 2:** Corporate Policy vs. Corporate Behavior

**Module 3:** Individual & Organizational Communication

### APCR-2: Working in a Team Environment

(6hrs) \$99

Explore the fundamentals of teams and learn how perceptions, behaviors, and roles, are essential to working in a team environment. Examine real-life scenarios and learn how to build important soft-skills to become a valuable, contributing team member.

**Module 1:** Individual and Group Perceptions

**Module 2:** Individual and Team Behavior

### APCR-3: Dealing with Change in the Workplace

(8hrs) \$99

It's always about change. From the nature of change, to the roles and attitudes for change, to causing and managing change, to the practical need to develop a change strategy, change has many elements that you need to understand to build professional level soft-skills. Learn this and much more to effectively deal with change in the workplace.

**Module 1:** The Nature of Change in Business

**Module 2:** Change Roles and Attitudes

**Module 3:** Causing and Managing Change

**Module 4:** Developing a Change Strategy