

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.

PCR-1: Essential Customer Skills

(6hrs) \$99

From making good first impressions and recognizing what unconscious messages you're sending, to being able to handle difficult situations, are all essential interpersonal skills needed to help you be successful in today's workplace.

Module 1: Creating Winning First Impressions

Module 2: Diffusing Tense Situations

Module 3: Body Language On & Off the Phone

PCR-2: Fundamentals for Customer Relations

(6hrs) \$99

Good interpersonal skills are best used to reach out and connect with people, overcome barriers, establish trust, and build rapport. These skills, when complemented by a solid understanding of business relationships and communication skills, help you to establish valuable customer relationships.

Module 1: Creating Valuable Customer Relationships

Module 2: Helping and Keeping Customers

Module 3: Overcoming Barriers to Communication

PCR-3: Customer Service Skills

(6hrs) \$99

Achieve success in your career by building professional communication skills through active listening, telephone skills and by knowing what strategies to use when dealing with difficult situations.

Module 1: Understanding Active Listening

Module 2: Telephone Skills

Module 3: Dealing with Hostile Clients

PCR-4: Basics for Quality Sales and Service

(6hrs) \$99

Learn to understand the importance of the sales process and quality service to be successful in today's business world. Improve your skills to communicate and help guide customers to understand your product or service, and achieve high customer satisfaction-whether you're in sales, service, or support, it's all connected.

Module 1: Introduction to the Sales Process

Module 2: Providing Quality Service

PCR-5: Fundamentals for Business Communications

(6hrs) \$99

Learn to become an effective communicator in today's diverse, multicultural business environment. Discover how communication processes work with various audiences both inside and outside the workplace to exchange ideas successfully and build fundamental business communication skills.

Module 1: Business Communication

Module 2: Essential Multicultural Communication

Bonus Module: Overcoming Barriers to Communication

PCR-6: Conflict Management and Resolution

(6hrs) \$99

A certain amount of conflict is a normal part of the workplace-how you manage it and find resolution is an important skill. From understanding the why and how, to creating common ground you will learn soft skills needed for effective customer service, dealing with difficult clients, and to find conflict resolution with customers, co-workers, and those in your everyday life.

Module 1: Understanding Needs and Conflict

Module 2: Dealing with Impasse: Creating Common Ground

Module 3: Client Service Processes

Bonus Module: Dealing with Hostile Clients