



## **Customer Service Preparation Course**

[www.costi.org/onlineservices](http://www.costi.org/onlineservices)

Sign up for our interactive online course designed for people interested in learning more about the Customer Service Industry in Canada. In the course you will learn about and explore:

- Sector specific terminology
- Workplace communication skills
- Dealing with difficult customers and situations
- Telephone skills
- Representing your Company
- Improving your listening skills

You will also benefit from COSTI's on line facilitators, also employment consultants, who will assist you. In addition, you will have the opportunity to network with other course participants and learn from each other. Below is an overview of what will be covered in our Customer Service Preparation course:

### **Module 1: Customer Service**

- What is customer service in general
- The two main roles in customer service
- "Going the extra mile" for customers
- Keeping the customer happy

### **Module 2: Personal Management**

- Develop a Positive Attitude
- Taking an Optimistic Approach to Customer Service
- Handling Stress on the Job

### **Module 3: Non-Verbal Communication**

- Learn about Non-verbal Communication in Canada
- Understand what is paralanguage
- Know how to present a professional Image

### **Module 4: Listening Skills**

- Information about Listening and Hearing Customers

- What is Paraphrasing and Reflecting?
- Identify barriers to Listening

### **Module 5: Communication Styles**

- Recognizing Communication Styles
- What is assertive Communication
- Developing Assertive Communication Skills

### **Module 6: Verbal Communication**

- Sending messages verbally
- Words to avoid
- Types of Questions to ask a customer
- Presenting a positive verbal message
- Develop background and needs identification questions
- Open and closed questions

### **Module 7: Telephone Communication**

- Understanding Telephone Reception
- How to put a customer on hold
- Transferring customers
- Learn how to take proper messages

### **Module 8: Customer Service Issues**

- Solving problems and handling customer complaints
- Manage self talk and Saying No
- Dealing with angry customers
- Identifying your next steps