

Top Picks for Topics

THE OFFICE OF DIVERSITY, EQUALITY, AND TRAINING'S RECOMMENDATIONS FROM COMMONWEALTHU AND BEYOND TO ENHANCE YOUR PROFESSIONAL DEVELOPMENT



CUSTOMER SERVICE

WHY THIS MATTERS

Customer service is an essential function of the support we provide to the citizens of the Commonwealth of Kentucky. With our customers having heightened expectations of the level of service that should be provided, now is the time to identify ways to improve how that service is delivered.



AND THE WINNER IS...



Business Friendly Customer Service

Nancy Friedman is a customer service, communication skills, and sales expert. Her programs, which create a memorable experience, are energy-filled, inspiring, educational, and entertaining. The information can be used immediately by anyone.

Five Forbidden Phrases

KEY POINTS

"I Don't Know": Replace with: "That's a great question! Let me check and find out."

"We Can't Do That": Replace with: "Here's what we can do." Offer a positive alternative.

"You'll Have To...": Replace with: "You'll need to..." Take orders rather than give them.

"Just A Second": Replace with: "Are you able to hold?" Wait for a response.

"No": Think before you answer. Eliminate the "NO" and begin with the next word.

SERVICESKILLS
ONLINE LEARNING

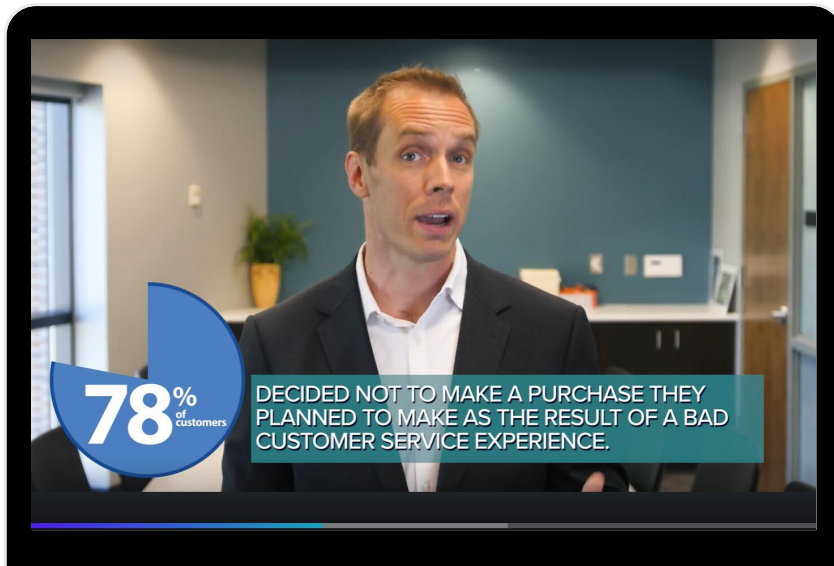
CUSTOMER SERVICE TRAINING

QUICK FACTS

Duration: 17 minutes

Publisher: ServiceSkills.com

Best Feature: Good. quick information



HONORABLE MENTION FOR ENTERTAINMENT VALUE

Jeff Havens Series (Remarkable Customer Service, Identifying Customer Types and Perfecting the Customer Experience)

This series of customer service workshops that breaks up the topics of customer service in an entertaining way. We do recommend that you watch the entire series of workshops beginning with Remarkable Customer Service, followed by Identifying Customer Types, and ending with Perfecting the Customer Experience to receive the full gamut of what the customer service series has to offer.

OTHER GREAT RESOURCES

COMMONWEALTH U:

Customer Service 2.0: Digital Customer Service

TED TALKS:

I Was Seduced by Exceptional Customer Service by John Boccuzzi

A Defining Time for Human Connection in Customer Service by Salena Scardina

WEB SITES:

<https://nancyfriedman.com/category/customer-service/>

BOOKS:

What Customers Crave: How to Create Relevant and Memorable Experiences at Every Touchpoint by Nicholas J. Webb

Hug Your Haters: How to Embrace Complaints and Keep Your Customers by Jay Baer