

Developing Customer Service Skills & Understanding Team Dynamics

Length: 90-minutes

Summary: In this course, you will learn techniques to improve communication, relationship building techniques and teamwork skills. Successful teams know how to effectively take individual talents and put them together to accomplish common goals. This course will help students understand their own communication style and how to adjust their style to fit the needs of others. Students will gain confidence in their ability to handle difficult conversations and be better prepared. It will help identify team purpose, maximize strengths and create a more productive team environment.

Performance-Based Objectives: Upon successful completion of this course, students will be able to:

- Identify how important their individual role is and how it impacts the team
- Define how diversity creates the very best work culture
- Identify the benefits of being an effective team member
- Define strategies to handle challenging situations
- Work positively and professionally with others
- Define how different communication styles impact understanding
- Identify the phases every team goes through and how to manage the process to become more productive
- Define the importance of communicating effectively
- Identify and build on individual strengths
- Help your team accept differences and value one another

COURSE CONTENT

PEOPLE SKILLS AND COMMUNICATION STYLES

- Learn the different styles of communication
- The Impact of Body Language
- Gain confidence in speaking with a wide range of individuals
- Effectively handle difficult people
- The positive benefits to doing an exceptional job
- Creating a positive, friendly work environment

CHARACTERISTICS OF SUCCESSFUL TEAMS

- The Team: Team purpose & goals
- Understanding how important your individual role is and how it impacts co-workers
- Identify Skills, individual strengths and recognize roles and responsibilities
- Understanding Team Dynamics
- Team Challenges
- Look beyond your individual situation & understand the big picture