

Contact Center – Customer Service Representative

Course Descriptions

Unit 1.0: Introduction to Microsoft Word & OneNote

Module 1: Word 2019: Opening & Setting Up

Before getting started with Word 2019 for Windows, you will need to know how to open the application and use the basic navigation tools. Learn how to scroll, zoom, and use the different view modes to take control of your workspace.

Module 2: Word 2019: Sharing and Collaborating on a Document

Word 2019 allows users to send documents via links, by choosing with whom to share the link and even adjust editing permission; this Word version comes with a chat feature to communicate with others in real time. Before sending a document via link, it must first be saved to OneDrive. Learn how to work collaboratively with multiple people, meaning that changes made by others to your document will be highlighted in your version so you can keep track of any updates. Continue by observing how to use inking tools in Word, with the Draw tab, to add artistic elements to documents; how to use different pens and tools available in this tab; and when you must use either a touch-screen device or a plug-in device allowing use of a stylus. Learn when you should install drivers or perform updates for this to work properly with Word.

Module 3: OneNote 2016: Working with Notebooks

Knowing how your notebook is structured is essential to using OneNote 2016 successfully. Explore how notebooks are organized into sections, groups, and pages, giving you complete control over document structure.

Module 4: Office 365: Getting to know the Office 365 web portal

Office 365 gives you access to a suite of Office applications, cloud-based collaboration services, and online productivity tools. Explore the Office 365 web portal, services, spaces, and apps.

Unit 2.0: The Customer Service Representative

Module 1: Providing Telephone Customer Service

When you're providing customer service over the phone, without face-to-face interaction, it can be challenging to establish the right customer relationships. There are many techniques that can help you consistently deliver service excellence over the telephone.

Module 2: Rapport Building in Customer Service

Good customer service and strong customer relationships begin with building rapport. Building rapport requires knowing your customers, understanding their situations, and providing an empathetic ear for them to voice their concerns. In this course, you'll learn how to build rapport with customers by paying close attention to their needs, connecting with them, and being positive. You'll also learn how to empathize with customers by relating your own experiences, reflecting their emotions back to them, and normalizing their difficulties.

Module 3: Dealing with Customer service incidents and complaints

Failing to realize the importance of customer service and effective complaint handling leads to increasingly dissatisfied customers. Organizations must be able to address the needs of customers in an effective manner to succeed. This course is intended to show the proper procedures and processes needed to provide an efficient client service (CS). It covers how to improve customer relationships to reduce conflict and enable service excellence. You'll also learn how to provide accurate documentation for incident reporting.

Module 4: Facing Confrontation in Customer Service

Achieving service excellence is very challenging when dealing with angry customers. By following a few simple techniques to avoid confrontation, you can manage difficult customer relationships and project a high-quality client service (CS). In this course, you'll learn about typical trouble spots in dealing with angry customers and guidelines for avoiding conflict. You'll also learn how to handle a customer complaint by defusing the tension, investigating the problem, and coming to an agreement on a solution.

Unit 3.0: Communicating with Customers

Module 1: Interacting with Customers

Effectively communicating with customers increases customer satisfaction and projects service excellence. This course provides valuable advice on how to improve client service (CS) by building customer relationships with better customer conversations. It covers how to improve conversations with customers by speaking effectively, using vocal cues, listening actively, and using paraphrasing to convey your understanding of the customer's needs.

Module 1: Polishing your skills for Excellent Customer Service

As a customer service representative (CSR), creating a support culture that focuses on your customers' needs is key. In this course, you'll learn how to project an excellent service attitude that will enhance your interaction with your customers. You'll also explore how to establish effective customer relationships and involve customers in problem solving. In addition, you'll discover methods to communicate effectively in a cross-cultural customer support center or help desk environment.

Module 1: Communicating Effectively with Customers

Effective communication is essential to the success of any customer-oriented business. Each customer will have their own style of communication as well as an emotional response to contacting a support center. In order to communicate effectively, the customer service representative (CSR) must understand how to adapt to these different styles and emotions before the customer's problems can be dealt with. This course explains how to adapt to the different communication types and identify the common emotions that customers experience when contacting the support center. It also explains how to adapt your writing skills to communicate through e-mail and to document incidents.

Module 1: The art and science of communication

There is a science behind communication, including how we react neuro-physiologically to others – through verbal communication such as their words and tone, as well as the non-verbal communication of their actions and body language. There's also an art to communication, allowing your authentic self to shine through and allowing the exchange with another person to unfold naturally.

Unit 4.0: Personal Challenges

Module 1: Controlling Conflict, Stress and Time in Customer Service

Working at a customer support center or help desk environment can be challenging. Customers can sometimes be demanding and unreasonable, leading to conflict and stress. The customer service representative (CSR) who aims for service excellence can improve customer relationships by understanding the emotional needs of each customer and adapting to how they communicate.

Module 2: The Essentials for Anger Management

Anger is a normal – and even healthy – emotion, rooted in the instinct for self-preservation. However, if not managed properly, our feelings and emotions can be very destructive. It's important to find healthy ways of owning and expressing your anger. This requires emotional intelligence (EI) and a good emotional quotient (EQ), or emotional intelligence quotient (EIQ).

Module 3: Navigating Other People's Emotions

Organizational and interpersonal dynamics, along with high pressure situations, can sometimes cause others to behave unprofessionally. The way you react to their behavior can have a lasting effect on your future relationships. But, by building emotional intelligence, or emotional IQ, you can ensure that you'll be able to understand and acknowledge other people's emotions and maintain strong relationships with them.

Module 4: Navigating Your Own Emotions

In the workplace, emotions can often run high; sometimes, they can cause you to say or do things that you may later regret. But the only person responsible for your emotions is you; you own them. That's why developing emotional intelligence is so crucial in protecting your professional reputation.

Module 5: Managing Pressure and Stress to Optimize Your Performance

People react to high pressure differently. Learning to cope with pressure and handling stress are very important, because you don't want pressure to have a negative impact on your performance.

Module 6: Forging ahead with Perseverance and Resilience

Business today is a complex undertaking. Accomplishing tasks and staying focused on achieving your goals requires grit and persistence. An adaptive mindset helps you focus through the distractions, information overload, demanding pace, and the accompanying stresses that can often pull you off task.

Unit 5.0: CSR Work Environment

Module 1: Resolving Workplace Conflict

A conflict-free life is the stuff of dreams. But the world doesn't work that way, and for all of us, workplace conflict is sadly an inevitability. Personality and organizational conflicts arise from myriad different sources and take many different forms. As a result, resolving conflict is a necessary skill, and business professionals need a plan for addressing it and managing conflict situations.

Module 2: Using Active Listening in Workplace Situations

Active listening skills are used by professionals in a wide range of occupations and industries to enhance their work. By being receptive and open to others, they're able to elicit and understand other people's thoughts, needs, or emotions, and then steer the conversation in an appropriate manner to a successful conclusion.

Module 3: Administrative support – interacting effectively with colleagues

Dealing with people on a daily basis can be both rewarding and challenging. Whether you're an office administrator, an office assistant, a personal assistant, or an administrative assistant, it's important to be able to handle various encounters in a professional and effective manner.

Mastering administrator essentials and good peer relationships will increase your efficiency, job satisfaction, and career advancement.

Module 4: Be Liked and Respected in the Workplace

Eighty percent of your day is spent at work. Whether you commute to an office or work from home, to a huge degree your professional success depends on your likability. Think about all your professional interactions; you work on team projects, collaborate on conference calls, sit in meetings, talk to clients, etc. These and more are situations that require your ability to be liked. However, it's not a popularity contest. Being liked doesn't mean you give up your professional integrity.

Unit 6.0: Team and Virtual Environment

Module 1: Contributing as a Virtual Team Member

Companies often opt to create virtual teams in place of on-site teams. This allows employees to work from home or a remote location. In this course, you'll learn how to develop the skills you need to be an effective member of a virtual team.

Module 2: Effective Team Communication

It's vital to maintain open, effective communication when working on a team. However, it's all too easy for teams to adopt bad habits. Without realizing how badly it affects your team, you or another team member may communicate in ways that lead to misunderstandings in teamwork, cause unnecessary conflict, keep others from having their say, and prevent collaboration.

Module 3: Facing Virtual Team Challenges

Virtual teams can face the same difficulties as other teams, but also have unique challenges. In this course, you'll learn how to handle challenges facing your team, and how to evaluate your own style.

Module 4: Organize your Physical and Digital Workspace

Removing the mess from your workspace and getting organized can significantly improve many aspects of your workday, including your ability to concentrate, achieve targets, and become more efficient. This course will help you increase your productivity by showing you how to organize and maintain both your physical and digital workspace. You'll learn how creating a clutter-free workspace and effective filing can improve your productivity. But it's not just your physical workspace that needs decluttering; this course will show you how to manage digital files, which is just as important. And once you've gotten your workspace under control, you'll learn how to maintain it.