

# Roadmap to "Effective Customer Service"

Has your customer service team turned into a traditional, bureaucratic operation? Transform it to a customer-centered, customer-driven organization by getting them on the road to *Effective Customer Service!*

Why? Because courteous, effective, and timely service benefits both service providers and customers alike.

➔ ***START YOUR JOURNEY NOW!!!***



EXIT 1A  
What is Customer Service, anyway?

EXIT 1B  
Tough Customers Ahead

EXIT 2  
Colleagues are Customers, too!

EXIT 3  
One moment please...  
Telephone Techniques

REST STOP  
Writing Effective  
Emails

EXIT 4  
Listen to your  
Customers!

Welcome to  
EXCELLENT CUSTOMER  
SERVICE

All courses are included in a one year subscription to the MindLeaders Catalog.  
[Click here](#) to view the courses.

For additional information on the Learning Management System (LMS), [Click here](#).

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## Exit 1A - What is Customer Service, anyway?

Complete the following courses: [back to map](#)

- Delighting Your Customers (Customer Service Videos) – 3 minutes
- Exceeding Customer Expectations (Customer Service Videos) – 13 minutes
- Defining Service (Customer Service) – 5 hours
- Getting to Know Your Customers (Customer Service Videos) – 17 minutes

## Exit 1B - Tough Customers Ahead

Complete the following courses: [back to map](#)

- Fixing Problems (Customer Service) – 4 hours
- Dealing With Customer Complaints (Customer Service Videos) – 15 minutes

## Exit 2 - Colleagues are Customers, too!

Complete the following courses: [back to map](#)

- Dealing with Difficult People: 2 Consideration (Dealing with Difficult People) – 2 hours
- Dealing with Difficult People: 3 Attitude (Dealing with Difficult People) – 1 hour
- Dealing with Difficult People: 4 Trust (Dealing with Difficult People) – 1 hour
- Dealing with Difficult People: 5 Power (Dealing with Difficult People) – 1 hour
- Dealing with Difficult People: 7 Responsibility (Dealing with Difficult People) – 1 hour

## Exit 3 - One moment please... Telephone Techniques

Complete the following course: [back to map](#)

- Telephone Etiquette (Communication Videos) – 23 minutes

## Rest Stop - Optional

Complete the following course: [back to map](#)

- Writing Effective E-Mails (E-Mailing Your Way to the Top) – 3 hours

## Exit 4 - Listen to your customer!

Complete the following course: [back to map](#)

- Active Listening (Communicating with Power) – 2 hours

Destination:

Welcome to  
EXCELLENT  
CUSTOMER SERVICE

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