

## Customer Service - Communication

But What I Meant Was...

### Program Highlights:

Communication impacts Customer Service! Humans communicate now more than ever. Twitter, Facebook, email and texting enable people to continually share. In fact we use so many words today that the value of one word seems less valuable. Nothing is farther from the truth. Communication, no matter the medium you use with your customer, is important. Communication drives people toward you or moves them against you. This program focuses on how communication impacts your organization and describes the best ways to handle communication with your customer.

### Who Should Attend:

Front line employees who interact at least weekly with customers will benefit most from this seminar.



### Benefits:

- Develop a best customer service communication strategy for yourself
- Learn how to modify your communication for the best possible outcome



**Stand Out!**

# COURSE OVERVIEW

	DESCRIPTION
<b>UNIT 1:</b> Barriers to Understanding	<ul style="list-style-type: none"><li>• Semantic</li><li>• Physical</li><li>• Personal</li></ul>
<b>UNIT 2:</b> Nonverbal Communication	<ul style="list-style-type: none"><li>• Define non verbal's</li><li>• Clarify your non verbal's</li><li>• Read others non verbal's</li><li>• Cut internal and external noise</li></ul>
<b>UNIT 3:</b> Communicating Effectively and Listening	<ul style="list-style-type: none"><li>• Design your message for your customers needs</li><li>• Effective listening best practices</li><li>• How to listen and respond with empathy</li></ul>
<b>UNIT 5:</b> FISH! Philosophy	<ul style="list-style-type: none"><li>• Choose your attitude</li><li>• Play</li><li>• Make their day</li><li>• Be there</li></ul>

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or call 540-868-7021

