

12 video module learning pathway  
**Customer Service Skills Pathway**



LearningPlanet

10 minute videos with workbooks & 1 Minute support videos



<a href="#">Professional Telephone Greeting</a>	<a href="#">Open &amp; Closed Questions</a>	<a href="#">Being Assertive</a>	<a href="#">Assertive Behaviour</a>
<a href="#">Positive First Impressions</a>	<a href="#">Handling Difficult Customers (LAST technique)</a>	<a href="#">Calming Upset Customers (Sorry Glad Sure technique)</a>	<a href="#">Listening Skills</a>
<a href="#">Questioning Skills</a>	<a href="#">Taking Ownership</a>	<a href="#">Building Rapport</a>	<a href="#">Ownership &amp; Accountability</a>
<a href="#">Tone of Voice</a>	<a href="#">Abusive Customers</a>	<a href="#">Slowing Down Your Speech</a>	<a href="#">Showing Empathy</a>
<a href="#">Adding Value</a>	<a href="#">Permission to Ask Questions</a>	<a href="#">Positive Affirmation</a>	<a href="#">Active Listening</a>
<a href="#">Moments of Truth</a>	<a href="#">4 P's of the Voice</a>	<a href="#">Great Customer Service Tips</a>	
<a href="#">Voice Intonation</a>	<a href="#">How to Say No Nicely</a>	<a href="#">Acknowledge Customer Contact</a>	

**1 minute video refreshers & quick reinforcers**

Months / Time line for programme application

